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Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

Safety Tips

- Unplug the receiver from the AC power outlet *before* cleaning.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the *Limited Warranty.*
- Do *not* place the receiver in an enclosure such as a cabinet without proper ventilation.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F.
- Do *not* stack the receiver on top of or below other electronic devices.
- Operate the receiver using *only* the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, *not* the cord.
- Do *not* overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- *Never* insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Do *not* attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the *Limited Warranty.* Refer all servicing to your dwelling custodian, manager or owner.
- Use an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide some protection against damage caused by lightning or power line surges.

Chapter 1

Introduction

Welcome to DISH Network™

Congratulations! You are about to experience the excitement and convenience of Digital Video Broadcast - the digital transmission technology that allows the absolute best in picture and sound quality.

The DISH Network consistently provides state-of-the-art, satellite-delivered products and services — with high performance, ease of operation, and a wide variety of entertainment options.

Overview

Information

For information on the receiver and how to connect it, read *Chapter 2, Receiver Description and Installation.*

For information on any specific feature or function, including how to use the remote control, read *Chapter 3, Using The System.*

If you have a problem operating the system, or receive an error message, read *Chapter 4, Troubleshooting Tables.*

You can also ask your network operator for assistance or call the Commercial Customer Service Center at 1-800-454-0843.

Tips

In the margins of pages throughout this guide are tips and other information to make using your satellite receiver easier.

Conventions Used in This Guide

To make it easy for you to use this guide, we use the following conventions:

- The names of remote control buttons and modes are all uppercase.
  Example: Press the SAT button.
- Menus and options that appear on the TV screen are in bold type.
  Example: Open the **Program Guide**.
- *Select* means to move the highlight to an on-screen option or choice in a list and press the SELECT button on the remote control.
  Example: *Select* the **Locks** option.
- Connections on the back of the receiver are in small capital letters.
  Example: **SIGNAL INPUT.**

If You Need More Assistance

If you need help after you read this guide, call your network operator or the Commercial Customer Service Center at 1-800-454-0843.

Quick Start Guide

After your system has been installed, order and watch your programming using the following steps:

Ordering Your Programming

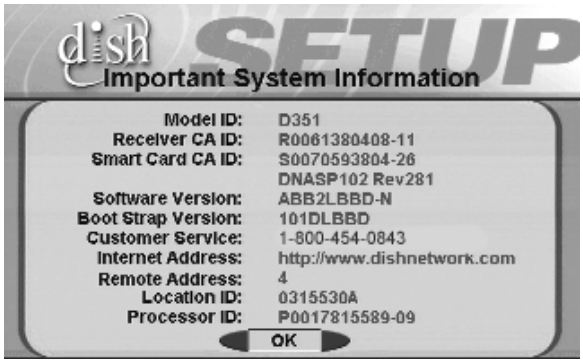
Tip: Channels that appear in red cannot be viewed because they are not part of your subscription. You can add channels to your subscription simply by calling the Commercial Customer Service Center at 1-800-454-0843.

1. Using your remote control, press SAT, and then press the blank POWER button. Make sure the TV is also on.

2. Press GUIDE. You will see that some channels in the **Program Guide** appear in white. These channels can be viewed immediately. However, many channels will be in red. You cannot view these channels until you order programming.

3. Display the **Important System Information** screen by pressing the SYS INFO button on your remote.

Note: The screen shown here is just an example. The screen that you will actually see will contain numbers and information unique to your receiver.



4. Call the Commercial Customer Service Center at 1-800-454-0843. A customer service representative will help you with your system and will discuss the various programming packages available.
5. Choose a package and the representative will authorize your programming.

6. Press either SELECT or CANCEL to close the **Important System Information** screen.

7. Press GUIDE. Wait a few minutes and the channels you purchased will turn from red to white, and can now be viewed.

Finding Programs To Watch

First, make sure the receiver is turned on. Press the POWER button on the remote or press the POWER button on the receiver. There are two ways to find information on programs.

1. Press GUIDE. When the **Program Guide** opens, use the UP or DOWN ARROW to view information on other channels. After you have highlighted a program in the **Program Guide**, press SELECT to watch it.

   Note: The **Program Guide** provides a complete listing of all programs available on all channels, including those that are not in your subscription (these channels have red backgrounds).

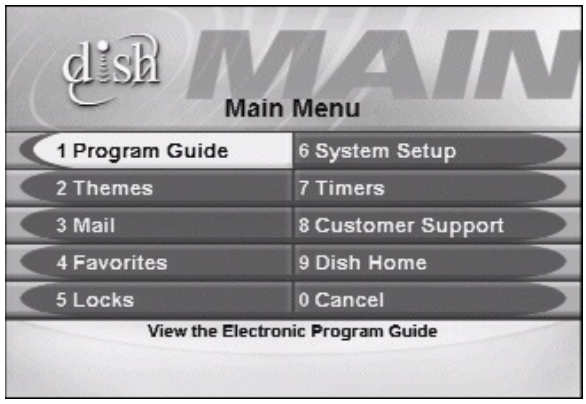
2. While viewing a program, press the BROWSE (RIGHT ARROW) button. Then press either the UP or DOWN ARROW. The information on other channels will appear in the **Browse Banner** at the bottom of the screen. Press SELECT to watch the program.

Tip: The system automatically displays programs based on the current day and time. You can advance the Guide to view information on future programs, but not programs that have already ended.

Quick Tour of the Menus

This tour guides you quickly through the basic features available through the **Main Menu**. See *Chapter 3, Using the System* for more information about these and other features.

1. Press the MENU button to open the **Main Menu**.



2. Press the 1 button to select the **Program Guide** option on the **Main Menu**.

This opens the **Program Guide** on the TV screen. You can use the **Program Guide** to find and select a program to watch. For now though, go on with this tour.

3. Press the MENU button to go back to the **Main Menu**.
4. Press the 2 button to select the **Themes** option on the **Main Menu**.

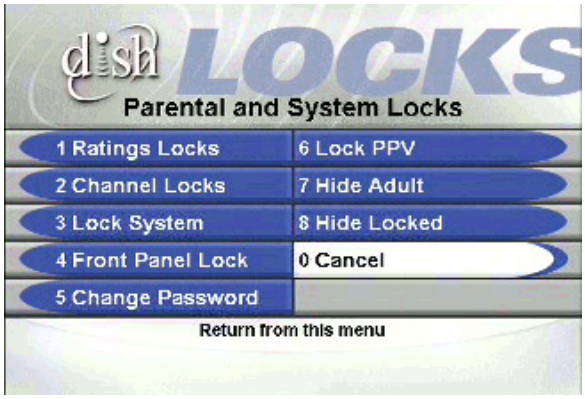
This menu allows you to search for programming by **Theme Categories.**

5. Press the MENU button to go back to the **Main Menu**.
6. Press the 4 button to open the **Favorites** menu.

This menu allows you to set up lists of your favorite channels to make finding what you want to watch more convenient.

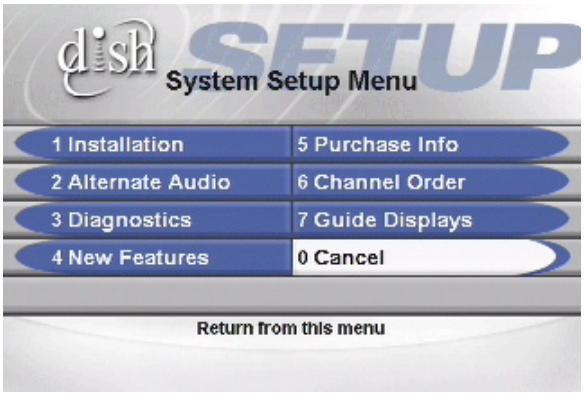
7. Press MENU to go back to the **Main Menu**.
8. Press the 5 button to select the **Locks** option on the **Main Menu.**

This menu allows you to apply password-protected locks on programming based on rating, or even on a channel-by-channel basis.



9. Press MENU to go back to the **Main Menu**.
10. Press the 6 button to select the **System Setup** option on the **Main Menu.**

Use this menu to set up the system the way you want.



11. Press MENU to go back to the **Main Menu**.
12. Press the 7 button to select the **Timers** option on the **Main Menu.**

This menu is used for creating and changing timers used to trigger automatic channel changes, reminders, or VCR recordings.

13. Press MENU to go back to the **Main Menu**.

About Satellite Television

Satellite television uses satellites in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth.

On rare occasions, heavy rain, snow, or cloud cover can block the satellite signal, which can interrupt the programming service. The service will return after the weather condition has passed.

Twice a year, in Spring and Autumn, the sun moves to a position behind the satellites as they orbit the Earth. Solar interference lasts for a few minutes a day for a few days.This is an unavoidable natural event for all television involving the use of satellites. During these brief periods, you will not be able to see programs, but once the sun has moved from behind the satellite, the programs will reappear.

About MDU

Your apartment, condominium or other clustered housing is defined as a Multiple Dwelling Unit (MDU).

Your television signal is transmitted to you through master multiplexing distribution equipment located in a central area in your dwelling complex. This distribution equipment is owned and maintained by the dwelling complex owners or managers.

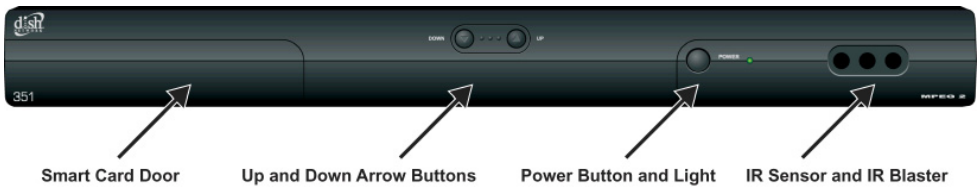
The distribution equipment receives the satellite signals using a single master antenna and distributes the signal to each dwelling unit through a pre-wired wall outlet. When you purchase your receiver, have it connected and activated, you will receive your subscribed programming.

Notes

Chapter 2

Receiver Description and Installation

The Receiver Front Panel



Smart Card Door

Behind this door is a slot for a future smart card. No smart card is included with this receiver.

Up and Down Arrow Buttons

The UP and DOWN buttons change the channel on the receiver.

IR Sensor and IR Blaster

The IR SENSOR receives IR signals from the remote control. The IR BLASTER transmits IR signals to control a VCR in order to perform automated recordings.

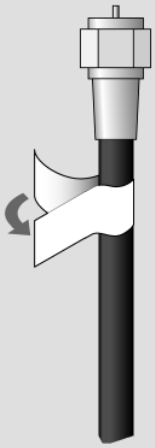
Power Button and Light

The GREEN LIGHT on the front panel lights up when you press the receiver's POWER button ON and goes out when you press the POWER button OFF.

The Receiver Back Panel Connections

Tighten the connections by hand *only*. If you use a wrench you might over-tighten the connections and cause damage that *would not* be covered by the *Limited Warranty*.

The back panel of the receiver provides the connections that you use to connect the receiver to other electronic devices. It also provides the receiver power cord and telephone jack. Depending on the setup that you have, you may only use some of these connections.



Tip: Using cable labels makes it easy to tell which cables connect to the receiver ports.

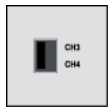
Signal Input

The television signal enters your receiver through this connection. Connect an RG-6 coaxial cable from your wall outlet to the **SIGNAL INPUT** connection. The connector is color coded black. Remember to tighten by hand only. Wrap the black label, located inside the front cover, around the end of the cable to identify it.

TV Set

Use the **TV SET** connector as the primary means of connecting your receiver to your TV. Use either an RG-6 or an RG-59 coaxial cable. The connector is color coded white. Remember to tighten by hand only. Wrap the white label, located inside the front cover, around the end of the cable to identify it.

Channel 3/4 Switch

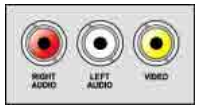


If you use the **TV SET** connection as described above, set the **CHANNEL 3/4 SWITCH** to the channel for the signal output. Select a channel that is not being used by a cable or local television channel.

S-Video

The **S-VIDEO** connection provides high quality standard definition video output. If you use this output for video, you must connect the audio with the two **RCA AUDIO OUTPUTS** (color coded Red and White).

Phono (RCA) Audio/Video Outputs



These color coded **RCA A/V OUTPUT** connectors provide good quality standard definition video and audio. Use a Phono RCA-type cable to connect these outputs to your TV or other device.

Telephone Jack

Connect a telephone cable with a standard RJ-11 telephone connector to the receiver here, and then connect the cable to an active telephone line.

Note: The receiver *must* be connected at all times to an active telephone line.

Remote Control

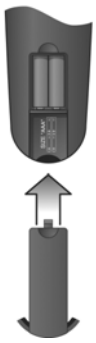
The remote control gives you easy access to the features of your satellite receiver.

Basic remote control setup is explained here, using the SAT button on the remote.

Complete instructions on how to use the remote, as well as the rest of the system, are in *Chapter 3*.

Tip: If you have the receiver connected to a DSL (Digital Subscriber Line) phone line and it cannot dial out, you may have to install a DSL filter between the receiver and the telephone jack on the wall.

Remote Control Batteries



The remote control comes with AAA batteries, which need to be installed when you first receive your system. When you replace old batteries, you should replace all of the batteries. Use batteries of the same kind, for example, alkaline or carbon zinc; and don't mix batteries of different kinds. Alkaline batteries last longer than carbon zinc.

1. Press down on the top of the battery cover and push in the direction of the arrow. The cover will snap off.
2. Take out all of the old batteries.
3. Put the new batteries in. Make sure you match the plus ("+") ends with the plus markings on the battery case.
4. Fit the battery cover's bottom tab back into the slot at the bottom of the battery case, and slide the cover back into place.

On Screen Low Remote Battery Warning

When you see a low battery warning message below the **Program Banner,** the batteries in your remote control are weak and need to be replaced.

Remote Control Settings

Change the Address

The remote control and receiver can operate on any one of 16 addresses; however, they must both be on the same address for the remote to control the receiver. This section explains how to change the address in both devices.

Note: Do *not* change the address of the remote unless absolutely necessary because the remote cannot control the receiver if the two devices have different addresses.

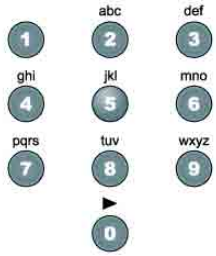
1. Press SYS INFO button on your remote control. The **System Information** screen displays and shows the **Remote Address**.

   Write down this address: _____

2. Press and hold the SAT button on your remote control for about three seconds, until all of the mode buttons light up, and then let go of the SAT button.

3. Use the NUMBER PAD buttons to enter any number between 1 and 16, but not the one you wrote in step 1.

   Write down the number you entered:_____



4. Press the POUND (#) button. If you entered the address correctly, the SAT mode will flash three times.

5. Press the RECORD button.

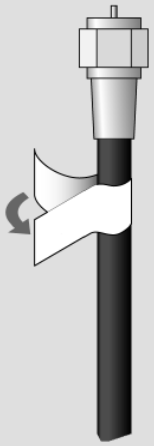
   Note: Make sure the **Remote Address** you see on the **System Information** screen is the same as the one you entered in step 3. If it isn't, the remote cannot control the receiver.

6. Press the SELECT button to close the **System Information** screen.

Checking the Remote Control Address

1. Press and hold the SAT mode button for three seconds, until all of the mode buttons light up, and then let go of the SAT button.

2. Press the POUND (#) button twice. The SAT mode button will flash the same number of times as the address number (for example: three flashes means address 3).

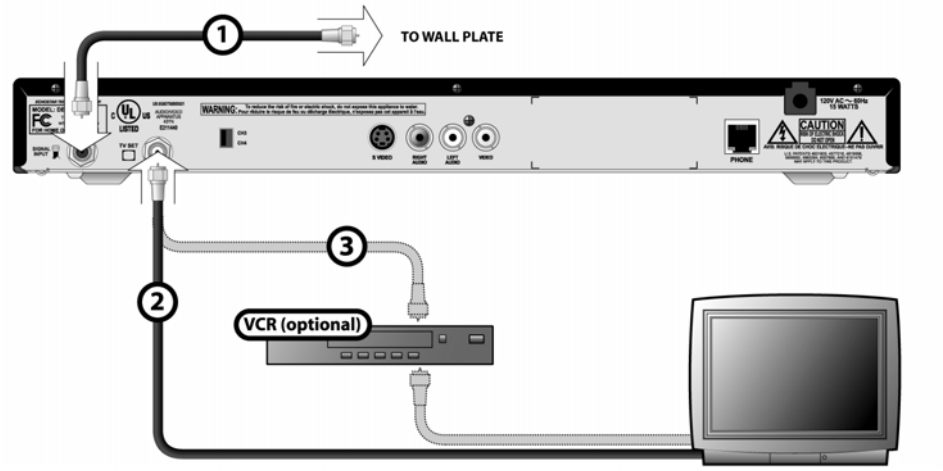


Tip: Using cable labels makes it easy to tell which cables connect to the receiver ports. Inside the front cover of this guide are stickers that are color coded the same way as the coaxial connections.

Connecting Your Receiver

Connection Diagram Example

The diagram below is an example of how to connect your receiver, TV, and VCR.



Typical Connection Procedure

Tighten all the coaxial cable connections only by hand. Using a wrench may over-tighten the connections, causing damage. Such damage is not covered by the Limited Warranty.

① **SIGNAL INPUT** - Connect a coaxial cable between the wallplate and **SIGNAL INPUT** on the back of the receiver. Peel off the black sticker and affix it to the cable close to where it connect to the **SIGNAL INPUT** connection on the back of the receiver.

② **TV SET** to a TV - Connect a coaxial cable between the **TV SET** output on the receiver and the TV's tuner input. Be sure to tune the TV to the channel you use to watch satellite TV (either Channel 3 or 4 as indicated on the CH 3/4 switch). Peel off the white sticker and affix it to the cable close to where it connect to the **TV SET** connection on the back of the receiver.

③ **TV SET** to a VCR (Optional) - Connect a coaxial cable between the **TV SET** output on the receiver and the VCR's tuner input. Connect another cable between the VCR's modulator output and the TV's tuner input. Be sure to set the CH 3/4 switch on the receiver and on the VCR to the same channel (either 3 or 4) you use to watch satellite TV. Tune your TV and VCR to the same channel you selected on the CH 3/4 switch. Peel off the white sticker and affix it to the cable close to where it connect to the **TV SET** connection on the back of the receiver.

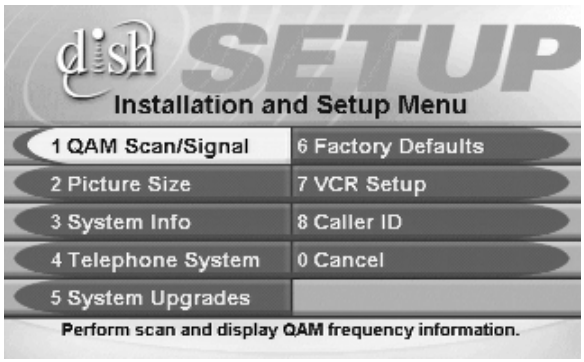
Performing the QAM Frequency Scan

Note: When you turn your receiver on it may display the **QAM Frequency Scan and Signal Strength** screen automatically. If it does, then skip down to Step 5.

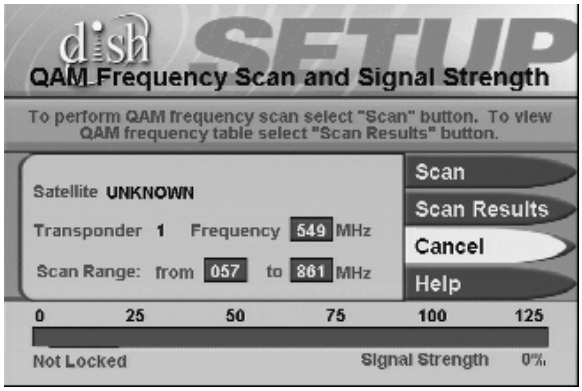
1. Press the MENU button to open the **Main Menu**.

2. Select the **System Setup** option on the **Main Menu**. The **System Setup Menu** screen is displayed.

3. Select the **Installation** option on the **System Setup Menu**. The **Installation and Setup Menu** screen is displayed.



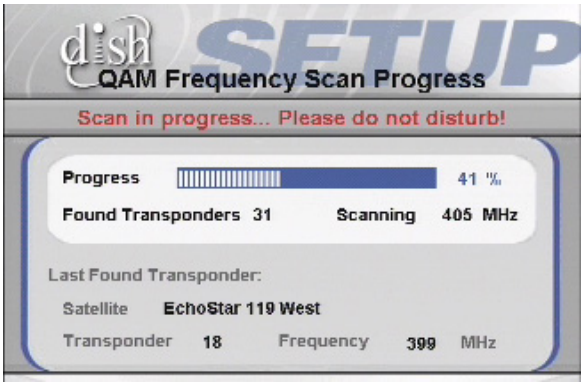
4. Select the **QAM Scan/Signal** option. The **QAM Frequency Scan and Signal Strength** screen is displayed.


SETUP
QAM Frequency Scan and Signal Strength
To perform QAM frequency scan select "Scan" button. To view QAM frequency table select "Scan Results" button.
Satellite UNKNOWN
Transponder 1 Frequency 549 MHz
Scan Range: from 057 to 861 MHz
Scan
Scan Results
Cancel
Help
0 25 50 75 100 125
Not Locked
Signal Strength 0%

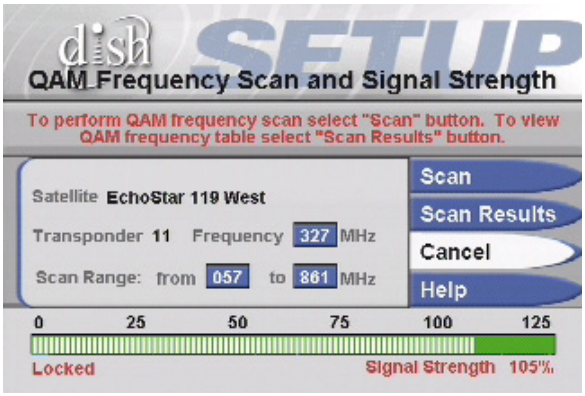
5. Select the **Scan** option.

   While scanning, the receiver displays the **QAM Frequency Scan Progress** screen. The scan can take a few minutes.

   Note: The receiver creates a table of available satellite transponders with the corresponding QAM frequencies. This table is *required* for correct operations.

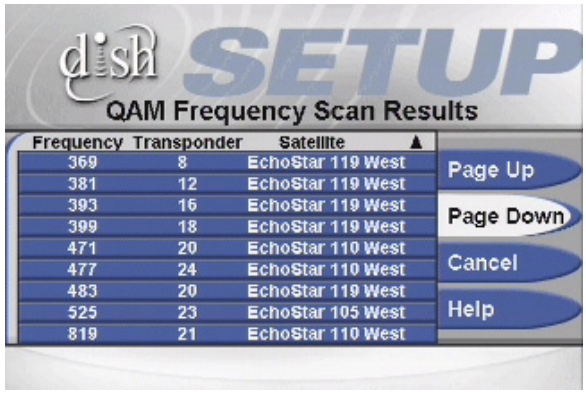


   The receiver will again display the **QAM Frequency Scan and Signal Strength** screen.



   Observe that the signal strength bar is now green and displays the word **Locked**.

6. To see the completed scan, select the **Scan Results** button. The receiver displays the **QAM Frequency Scan Results** screen.



Note: If the **Results** menu displays **No Transponders have been found**, check your cable connections and return to step 5 to repeat the scan.

If the second scan does not find any transponders, ask your dwelling complex owner for assistance or call the *Commercial Customer Service Center* at 1-800-454-0843.

7. Select the **Cancel** option to exit the **Results** menu.
8. Select the **Cancel** option to exit the **Scan and Signal Strength** screen.
9. The receiver will display an **Attention** message pop up asking you to verify that the satellite signal is locked and the QAM frequency scan has been completed successfully. Select the **Yes** option.

   The receiver will begin accepting a transmission or, download, of the latest software. You will see the message shown below:

Warning
Your receiver's memory is now being programmed.
Do not disturb or unplug your receiver while the front panel light is on.

A progress bar across the bottom of the screen will show the software upgrade as it downloads. Once the download is complete, you will see a second message that the receiver's memory is now being programmed.

Note: This message may disappear and your screen may go blank for a few minutes. This is normal and does not indicate a problem with the receiver.

Your receiver will now display the **Preview Channel**, which tells you about available programs, channels and services.

To activate your programming on your receiver you must call the *Commercial Customer Service Center* at 1-800-454-0843. See the *Quick Start Guide* in Chapter 1 for complete instructions.

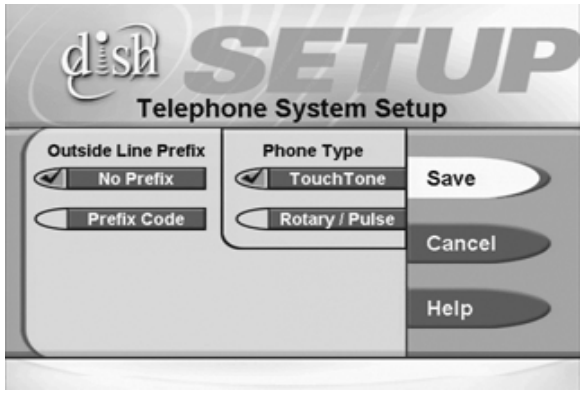
Connecting Your Receiver to a Phone Line

You *must* keep your receiver connected to an active telephone line. Otherwise, you may not be able to order pay per view programs or use all of the DISH Interactive features. Run the RJ-11 telephone cable supplied with your receiver from your receiver's back panel **PHONE** jack to an active telephone connection.

Note: You may be able to use a wireless telephone extender. However, this may not support all the features of some receivers, such as Caller ID.

You must also set up your receiver for your telephone system (touchtone or rotary/pulse), and set a telephone number prefix, if you need a prefix to make an outside call.

1. Press the MENU button.
2. Select the **Installation and Setup** option.
3. Select the **Telephone System** option to display the **Telephone System Setup** menu.
4. Select the **Touch Tone** or the **Rotary/Pulse** option in the **Phone Type** list.
5. If you do not need a dialing prefix to call outside your premises, select the **Save** option, and stop here. If you do need to set a prefix to dial outside your premises (for example, dial 9 to get an outside line), go to step 5.



Tip: If you have the receiver connected to a Digital Subscriber Line (DSL) on the phone line, you may need to install a DSL filter between the receiver and the telephone jack. You can obtain the filter from your DSL provider.

Note: Usually, you need a telephone number prefix only for business installations. For most residential installations, all you need to do is set the telephone system type.

6. Move the highlight to the **Outside Line Prefix** list. Press the SELECT button to select the highlighted option.
7. Select the **Prefix Code** option. The receiver displays the same number of boxes (highlighting the first box) where you must enter the digits. Use the Number Pad to enter the prefix code. As you enter each number, the highlight moves to the next box.

8. When you have completed entering all of your numbers, the **Telephone System Setup** screen will return. Select the **Save** option to save the settings.

Chapter 3

Using the System

Using the Remote Control

This section describes how to use the remote control in the SAT mode to control your satellite receiver. If you want to use the remote to control your TV and other devices, see *Control Other Devices with the Remote* later in this chapter.

Sat Mode Button

Press this button to set the remote to SAT mode, to control the receiver. The SAT mode button's back light turns ON briefly to show that the remote is set to SAT mode.

Note: Make sure to keep the remote in SAT mode to use the buttons that are described here.

Power Buttons

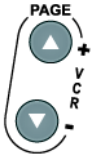
Press the blank POWER button to turn the receiver ON or OFF. Press the TV POWER button to turn the TV ON and OFF even when the remote control is in SAT mode.

Note: You must program the remote to control your TV for the TV POWER button to work as described. See *Control Other Devices with the Remote* later in this chapter.

Menu Button

Press this button to open the **Main Menu**.

Page Up And Page Down (Arrow) Buttons



Press the PAGE UP button or the PAGE DOWN button to scan, page by page, through the **Program Guide,** a **Theme Categories** list, a **Favorites List**, an **Event Timers** list, or a list of channels.

Mute Button

Press this button to turn off the TV sound. Press it again to restore the TV sound.

Note: You must program the remote to control your TV for both the VOLUME and MUTE buttons to work as described. See *Control Other Devices with the Remote* later in this chapter.

Volume Button

Press the minus (-) side of this button to lower the TV sound. Press the plus (+) side of this button to raise the TV sound.

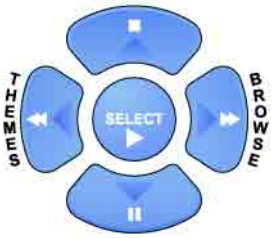
Note: You can program this button to control the volume on a TV or amplifier. *See Using TV or Amplifier Volume Control* later in this chapter for instructions.

Guide Button

Press the GUIDE button to open the **Program Guide**. When the **Program Guide** is open, press this button to switch among **Favorites Lists**.

Tip: The arrow buttons can be used to quickly navigate through menus and the program guide. When you find a program or menu option you would like to access, just press SELECT.

Arrow Buttons



When using a menu, press these buttons to move the highlight to an option.

- When watching a program, press the RIGHT ARROW button to open the **Browse Banner** or the UP or DOWN ARROW button to change channels.
- When the **Browse Banner** is open, press the UP or DOWN ARROW button to see the **Browse Banner** for the next channels
- When the **Browse Banner** is open, press the RIGHT or LEFT ARROW button to obtain information on the next program that will be on that channel.
- When a menu offers a list of choices, press the UP or DOWN ARROW button to see more choices.
- When the **Program Guide** is open, press these buttons to move the highlight among the programs.
- When watching a program, press the LEFT ARROW button to open the **Theme Categories** menu.

Tip: To open some of the menus, use the matching buttons on the remote control. For example, press the LEFT ARROW button to quickly open the Themes Menu.

Select Button

Press the SELECT button to select a highlighted option or program in a menu.

Recall Button

Press the RECALL button to return to the last channel you were watching. Press it again to switch between the last two channels that you watched.

Info Button

Press this button for more information when the **Program Guide** or the **Browse Banner** is open, or when watching a program.

Tip: When you're in the Program Guide, a Theme Category or a Favorites List, use the INFO button to get a description of the program, the names of the actors, and other important details.

- When a menu is open that includes a **Help** option, press this button to see help information for that menu.
- Highlight a program in a **Theme Categories** list and then press this button for more information on that program.
- When the receiver is off, press this button to open the **Important System Information** menu.

TV/Video Button

If your TV is connected to the **TV SET** output, pressing the TV/VIDEO button will cause the **TV SET** output to switch between either DISH Network programming on the modulated channel or any broadcast channels from an off-air antenna that may be provided by your dwelling distribution system.

Note: These local broadcast channels may not be available on your system.

Cancel Button

Press this button to cancel a procedure and to return to either the previous menu or to the program last watched.

Record Button

Press this button to conveniently set up a timer to automatically start recording a later program on a connected VCR.

Note: To use this feature with a VCR, you must set up the remote to control the VCR. See *Control Other Devices with the Remote* in Chapter 3.

Number Pad Buttons

When watching a program or with the Program Guide open, use these buttons to enter a channel number to change to that channel.

- When the **Program Guide** is open, you can skip ahead and then back a number of hours. Just enter the number you want to skip ahead (or back), and then press the RIGHT (or LEFT) ARROW button.
- Use these buttons to enter menu option numbers instead of highlighting the option and then pressing the SELECT button.
- Use these buttons to enter numbers in a menu.
- Highlight the place where you want to enter the first number, and press the appropriate number buttons on the remote.
- Use the LEFT or RIGHT ARROW button to move the highlight to the next place where you want to enter a number. When you are done entering numbers, press SELECT.

DISH Home Button

Press the DISH button on your remote control to use the **DISH Home Interactive TV Applications**. You can order channels, check the news and weather, and even play games.

Tip: You can quickly change channels by using the NUMBER buttons on the remote. Just enter the numbers for the channel you would like to view next.

Recover Button

Press the RECOVER button if you accidentally change the channel or video input on your TV and cannot get the picture back from your satellite receiver. When you press the RECOVER button as described below, the remote control sends commands to your TV to change channels or video inputs to try to get you back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover lost satellite signal (*See Chapter 4 - Reference* for troubleshooting information). RECOVER only works if the remote control has been set up to control the TV and/or VCR, if connected.

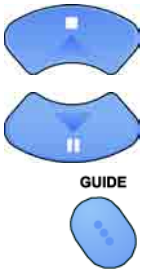
Note: You may need to press the RECOVER button up to 30 times to recover your satellite TV video.

1. Press and hold the RECOVER button until all four mode buttons light, and then let go of the button. The SAT mode button flashes twice and then all four mode buttons flash three times.
2. Press the RECOVER button. Wait for the TV mode button to flash once and then all four mode buttons to flash once.
3. If you see the **Important System Information** screen, press the SELECT button to close the screen. You have recovered your satellite video.
4. If you do not see the **Important System Information** screen, repeat steps 2 and 3 until you have recovered your satellite video.

Tip: The channel you select may display one of several program information symbols. If the program is on a channel that is not part of your subscription, the channel will be in red.

Changing Channels

There are three basic ways to change channels while watching a program:



- Press the remote control UP or DOWN ARROW buttons to get to the desired channel.
- Use the remote control NUMBER PAD buttons to enter the desired channel number.
- Press the GUIDE button and select a program from the **Program Guide**. See page 27 for more information.

Using the Menus

Menus displayed on the TV screen make using the receiver and selecting programs quick and easy. Use the menus to control the receiver and to use its features such as; setting locks, choosing a program, or creating a **Favorites List**.

Opening the Menus

You can open the menus in either of two ways:

- Press MENU to open the **Main Menu**, then select any of the other menus from the **Main Menu**.
- Use the matching button on the remote control. For example, to open the **Program Guide**, press GUIDE.

Closing the Menus

To close a menu and return to watching a program, press the VIEW TV button, or the CANCEL button.

Note: The menu closes if you do not do anything in a menu for several minutes. Any unsaved changes you made will be lost.

Menu Options

A menu option looks like this.

Highlighting a Menu Option

Use the ARROW buttons to move the on-screen highlight to the menu option. The selected option then appears lighter than the other options.

The highlight is like the one you may have seen on a computer screen.

Compare the highlighted menu option with the non-highlighted menu option in the previous example.

Selecting a Menu Option

When you select a menu option, that option takes effect right away. You can select a menu option in either of two ways:

- If the option has a number next to it, press the same number on the remote's NUMBER PAD. If you do this, you do not need to highlight the option first.
- Move the highlight to the menu option using the ARROW buttons. Then press the SELECT button.

Lists of Choices in the Menus

When you make a choice in a list, the receiver does not apply the change until you select the **Save** or **OK** option. If you do not want to save any changes, select the **Cancel** option to discard all the changes made in the menu.

There are two types of lists:

- A ***single choice*** list allows you to select *only* one choice at a time. If you select another choice, your previous choice is deselected.
- A ***multiple choice*** list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stays selected.

Tip: To quickly go to any menu option with a number next to it, just press the number on the remote that matches that option number.

Highlighting a Choice in a Menu List

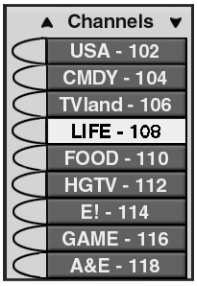
Use the ARROW buttons to move the highlight to the desired item in the list. The black arrows on the list show where you can move the highlight.

Selecting a Choice in a Menu List

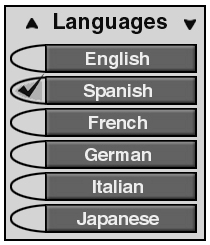
To select a choice in a list, highlight the choice and then press the SELECT button. Make sure you select the **Save** or **OK** option to save your choice. Select the **Cancel** option to discard your choice.

When you highlight a choice in a single choice list, it looks like this. In this *example*, the **English** option is highlighted.

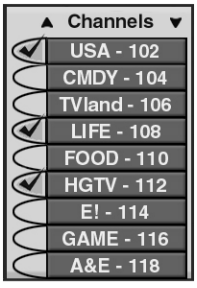
When you highlight a choice in a multiple choice list, it looks like this. In this *example*, the **LIFE - 108** option is highlighted.



When you select a choice in a list, it looks like this:



or



Tip: You can cancel out of any menu option or the program guide at any time, and *immediately return to viewing a program* by pressing the VIEW TV button.

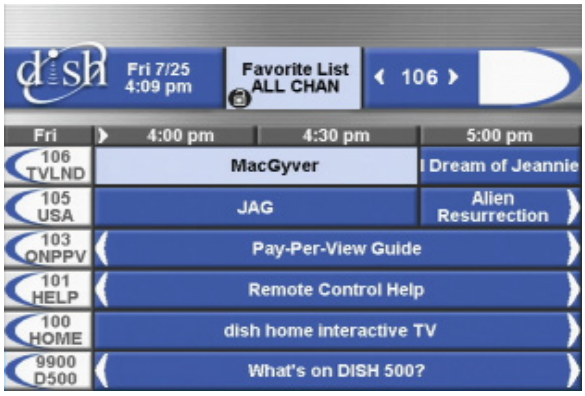
Canceling a Procedure

To cancel a procedure, press the CANCEL or VIEW TV button *before* you do the last step of the procedure. If this does not work, you must finish the procedure.

Using the Program Guide

The on-screen **Program Guide** provides a complete listing of the available channels and programs. You can use the **Program Guide** to change channels, to see what programs are scheduled, and to buy pay per view programs. The **Program Guide** shows which **Favorites List** is active.

- The **Program Guide** displays only the channels in the active **Favorites List** (see page 33).
  - **All Chan** - Displays all of the channels in the **Program Guide**.
  - **All Sub** - Displays the channels in your subscription.
  - **Favorites Lists** - You can add four **Favorites Lists** that show only the channels you want to see. For more information on creating **Favorites Lists**, see page 34.



- A *red* background behind a channel shows that you have not subscribed to that channel. You *cannot* tune to this channel.
- The **Program Guide** shows programs that are on now and that are scheduled up to two days in advance. The guide does *not* show programs that have ended. You can set up the **Program Guide** to list channels in *ascending* order, with the highest channel number at the top, or in *descending* order, with the highest channel number at the bottom. To do this, open the **Main Menu**. Then, select the **System Setup** option. Finally, select the **Channel Order** option, select the **Ascending** or **Descending** option, and select the **Save** option.
- You can set up the **Program Guide** to hide adult channels. See *Hiding Adult Channels* on page 49.

Opening the Program Guide

There are two ways to open the **Program Guide**:

- Press the GUIDE button.
- Press the MENU button and then select the **Program Guide** option.

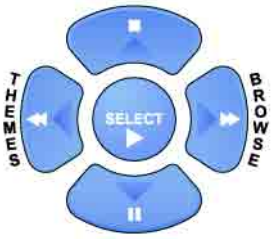
Selecting a Program in the Program Guide

1. Use the NUMBER PAD buttons to enter the desired channel number. The **Program Guide** displays a block of channels including the one that you just entered.

Tip: If the program is on some time in the future, the receiver will open the Create An Event Timer menu.

2. Use the ARROW buttons to move the highlight to the desired program.

   Note: Press the PAGE UP or PAGE DOWN ARROW button to scan, page by page, through the listing of channels.



3. Press the INFO button for more information about the highlighted program. Press the CANCEL button to return to the **Program Guide**.

4. Press the SELECT button to change to the new channel.

Tip: The Program Guide can display programs scheduled for some time beyond the present, but cannot display programs that have ended.

5. You may skip the **Program Guide** forward or backward many hours at one time. To do this, enter the number of hours that you want to skip using the NUMBER PAD buttons. Then press the LEFT or RIGHT ARROW button to move back or forward, respectively. For example: To move forward one day, press numbers 2 and 4, then press RIGHT ARROW.

Closing The Program Guide

To close the **Program Guide** and not change the channel, press the remote control CANCEL button. The receiver displays the program you were watching before you opened the **Program Guide**.

Using the Program Banner

The **Program Banner** provides information about the program you are watching. The receiver displays the **Program Banner** for a few seconds at the top of the TV screen every time you change the channel or press the VIEW TV button.

Using the Browse Banner

You can use the **Browse Banner** to change channels, or to see what other programs are available without changing the program that you are watching. The receiver displays information on the program you are watching at the top and **Browse Banner** information at the bottom of the TV screen. Press the UP or DOWN ARROW to see what programs are playing on the channels above or below the one you are viewing. Information on these programs appears at the bottom of the TV screen.

Note: Only the channels listed in the active **Favorites List** will display in the **Browse Banner**. For example, if the **All Chan Favorites List** is active, the **Browse Banner** displays all the channels. If the **All Sub** list is active, the **Browse Banner** displays only the channels in your subscription.

If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the **Browse Banner** does *not* display such channels.

To use the **Browse Banner**:

1. Press the remote control RIGHT ARROW button to open the **Browse Banner** for the program that you are watching.

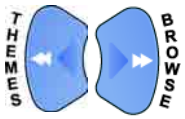
Tip: You can use the Browse Banner to see what other programs are available without leaving the program you are watching.

2. Change the channel:

   - Enter the channel number for the program that you want, using the NUMBER PAD buttons

   - Press the UP or DOWN ARROW button to display the channel that you want.

3. Press the RIGHT ARROW button to display the next program. Press the LEFT ARROW button to return to the current program.



   Note: The **Browse Banner** displays programs that are on now. If you press the RIGHT ARROW, it will display information on the program that is on next on the same channel. It does not display information for any other programs in the future and cannot display programs that have ended.

4. You may press the INFO button for more information about the program highlighted.

5. Press the SELECT button to change to the highlighted program.

6. To close the **Browse Banner**, press the remote control CANCEL button. The receiver stays tuned to the program you are watching.

Ordering Pay Per View Programs

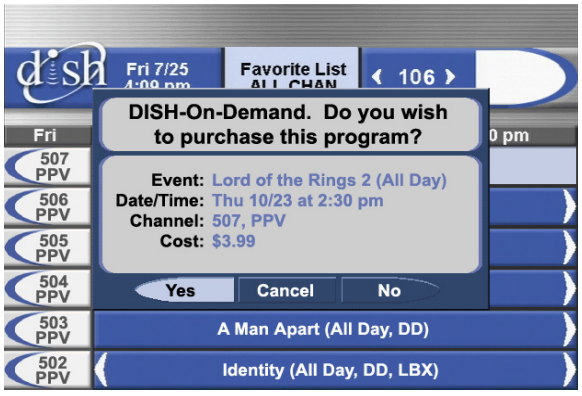
1. Highlight the desired pay per view program in the **Program Guide**. The pay per view programs are listed with the channel number as **PPV** in the **Program Guide**.

Note: The appearance of this screen may be different on your receiver. This screen shows the full **Program Guide** without quarter screen program viewing.

2. Press the SELECT button.

3. *To buy the pay per view program*, select the **Yes** option. The receiver displays a *confirmation* menu. Go on to step 4.

   If you do not want to buy the pay per view program, select the **No** or **Cancel** option.



Note: The appearance of this screen may be different on your receiver. This screen shows the full **Program Guide** without quarter screen program viewing.

Tip: If any lock is in effect that covers the pay per view program, you must enter the password using the NUMBER PAD buttons. As soon as you enter the fourth digit of the password, the receiver highlights OK.

At the *confirmation* menu:

4. Select the **Yes** option to *confirm* the purchase. The pay per view fee will be added to your bill. Select the **No** or **Cancel** option to *cancel* the purchase.

   Note: Once you *confirm* an order for a pay per view program, you *cannot* cancel the order and you will be billed for it.

Using Themes

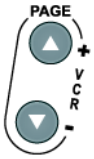
Themes

Tip: Want to see what movies or sports events are available for viewing? Just press the LEFT ARROW button (THEMES button) and use the arrows to move to the theme that interests you. Press SELECT and you'll see what's playing.

You can list and choose programs by the theme of their contents (for example, just movies or just sports). You can then quickly list programs based on that theme, and choose the program you want.

1. To open the **Themes** menu, press the LEFT ARROW button or press MENU and then select **Themes**.

2. Move through the **Themes** menu by using the ARROWS. You can also move a page at a time using PAGE UP or PAGE DOWN.
3. Highlight the desired program in the program list.



4. Press the SELECT button to watch the program.

   Note: If the program you highlighted is on some time in the future, the receiver will open the **Create An Event Timer** menu. See page 36 for information on using timers.

DISH Home Interactive TV Applications

Press the DISH button on your remote control to use the **Dish Home Interactive TV Applications**. You can order channels, check the news and weather, and even play games.

Using Favorites Lists

Favorites Lists allow you to display only your favorite channels in the **Program Guide**. You can create and change the lists yourself, adding and removing channels as you wish. Channels saved as favorite channels must be grouped into no more than four lists.

- When you make a **Favorites List** active, the **Program Guide** displays *only* the channels in that list. Also, the receiver skips channels that are not on the list when you use the remote control UP or DOWN ARROW button to change channels.
- The **All Chan Favorites List** contains all the channels. You *cannot* make any changes to the **All Chan** list.
- The **All Sub Favorites List** contains all the channels in your subscription. You *cannot* make any changes to the **All Sub** list, except by changing your subscription.
- Each **Favorites List** has a unique color in the **Program Guide**. You can give each list a name. When you first get the receiver, the four lists are named **List 1**, **List 2**, **List 3**, and **List 4**. The lists are empty until you add channels to them.

Tip: Favorite lists let you create lists of your favorite channels. Press the GUIDE button until the name of your list appears. This way you can quickly see what programs are playing on just those channels and not every channel in your subscription.

Creating or Changing a Favorites List

You can create, add channels to, and remove channels from, a **Favorites List**.

1. Press the MENU button.

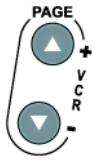
2. Select the **Favorites** option.

3. Select the **Favorites List** that you want to create or change.
4. Select the **Modify List** option.

   Note: At any time you can select the **Clear List** option to remove all channels from the current list. This option does *not* apply to the **All Chan** and **All Sub**.

5. In the **Channels** list, highlight a channel you want to add to the **Favorites List**.

   Note: You can use the number pad buttons to enter the channel number, or select the PAGE UP or PAGE DOWN option to move quickly through the list.



6. Press the SELECT button to add the highlighted channel to the **Favorites List**. A check mark appears next to the channel.

7. Repeat steps 5 and 6 until you have added all the channels that you want.
8. To delete a channel from the **Favorites Lists**, select the channel in the list. The check mark next to the channel disappears.
9. Select the **Save** option to save all changes to the **Favorites List**.

Making a Favorites List Active

If the **Program Guide** is open, press the GUIDE button to select the next **Favorites List**. Press the GUIDE button again to scan through all the available lists.

Changing the Name of a Favorites List

1. Press the MENU button.

2. Select the **Favorites** option.

3. Select the **Favorites List** that you want to change.
4. Select the **Edit List Name** option to open the virtual keyboard.

Note: You *cannot* change the name of the **All Chan** or **All Sub** list.

5. Select a letter in the keypad area on the screen. Repeat to spell out the desired name. You can enter up to eight characters, including spaces. If needed, select the **space** option to insert a space in the name or the **<back** option to correct a letter.

   Note: A list *must* have at least one character. Two lists *cannot* have the same name.

   Note: At any time, you can select **Clear** to clear the name.

6. Select **Save**.

Tip: You can activate a Favorites List only if you have added channels to the list. If you have not created any Favorites List, pressing the GUIDE button switches the receiver between the All Chan and All Sub.

Tip: If you try to make an empty Favorites Lists active, the receiver displays an Error message. You must add at least one channel to this Favorites List before you can make it active.

Using Timers

Tip: Most TV programs and films are copyrighted. In some cases, copyright law may apply to private, in-home recording.

Event timers let you to set up the receiver to tune in future programs and/or record them on a VCR. An "event" is a program, sports event, pay per view movie or anything else on satellite TV.

- You can set an *automatic* event timer for a program listed with start and stop times in the **Program Guide**.
- A *manual* event timer lets you set custom start and stop times for a timer.

Note: If you want to have the **Event Timer** record to a VCR, you must set up the receiver to control the VCR. See *Connecting your Receiver* in Chapter 2.

Event Timer Types

Tip: You can use an Auto-Tune event timer to remind you that a program is about to start and then automatically tune the receiver to the right channel.

Reminder - Reminds you that a program is about to start.

Auto-Tune - Reminds you that a program is about to start; tunes the receiver to the program when it begins.

VCR - Reminds you that a program is about to start; tunes the receiver to the program when it begins; starts a VCR to record the program.

Note: You can record only the program to which the receiver is tuned. If you open any menu while recording a program on videotape, the menu will also be recorded. If you change the volume or press the mute button, the volume change may be recorded - depending on how your TV and VCR are set up. If a start/stop program time changes by more than 24 hours, the timer will not activate.

Event Timer Frequencies

Once - Applies to a one-time program. If the program time changes, this timer operates at the *new* time. The receiver *deletes* this timer after the timer operates.

Mon.-Fri. - Applies to a program that is scheduled for Monday through Friday on the same channel at the same time each day.

Daily - Applies to a program that is scheduled for Monday through Sunday on the same channel at the same time each day.

Weekly - Applies to a program that is scheduled for once a week on the same channel at the same time on the same day.

Note: You can record only the program to which the receiver is tuned. If you open any menu (including the **Program Guide**) while recording a program on videotape, the menu also will be recorded. If a program time changes by more than 24 hours, the timer will not operate.

Before an Event Timer Operates

Five minutes before an event timer operates, the receiver displays a small blinking "clock" symbol on the TV screen. This symbol disappears when the program begins. While the symbol is displayed, you may do either one of the following.

- Press the CANCEL button to clear the symbol from the TV screen. This does *not* affect the timer; it *will still* operate.

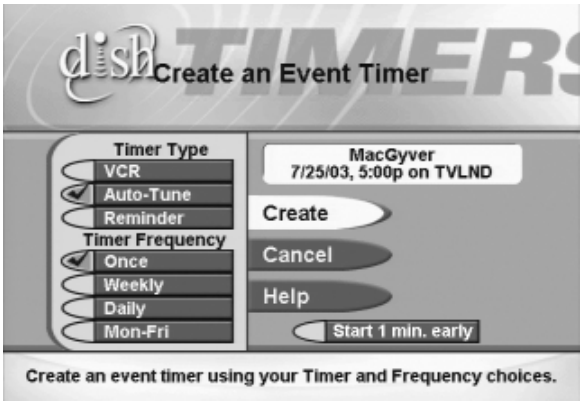
- Press the INFO button to display an overlay on the screen where you can choose one of three options:

  Select either the **OK** or the **Cancel** option to continue with the event timer, or select **Stop Timer** to stop the event timer.

Note: This stops *only* this instance of a *Mon.-Fri.*, *Daily* or *Weekly* timer. The timer *will* operate the next time it is scheduled. To stop all operations of such a timer, you *must* delete the timer. For a *Reminder Event Timer*, instead of having the option to stop the timer, you have the option to tune to the program.

Setting Up an Automatic Event Timer

1. Choose a future program with the SELECT button in the **Browse Banner, Themes Menu** or the **Program Guide**.



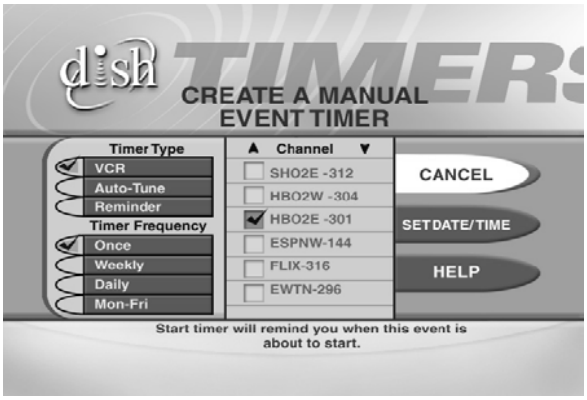
2. Select a **Timer Type** option.

Tip: You may start any timer one minute early. But if you set back-to-back event timers and the second one starts early, the first one will end early. An event timer cannot start early for a pay per view program. If you try to set a timer for overlapping events, you will get an error message.

3. Select a **Timer Frequency** option. Notice that a check mark displays in the box selected.
4. Select the **Create** option to save the event timer.

5. The receiver displays a timer symbol in the **Program Guide**, and also when you press the INFO button to get information about the program.

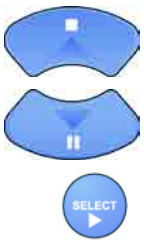
Setting Up a Manual Event Timer



Tip: Use the Program Guide or your printed television guide to see when the program(s) starts and stops — before you go to the Set Date/TIme for Manual Timer menu.

1. Press the MENU button.
2. Select the **Timers** option.

3. Select the **Create** option. The receiver displays the **Create a Manual Event Timer** menu.
4. Select a **Timer Type** option.
5. Select a **Timer Frequency** option.
6. Select a channel:
   - Highlight a channel using the UP or DOWN ARROW button. Then, press the SELECT button.
   - Enter a channel number using the NUMBER PAD buttons.



7. Select the **Date/Time** option. The receiver displays the **Set Date/Time for Manual Timer** menu.

8. Use the NUMBER PAD buttons to enter the **Start Time** (this includes selecting **AM** or **PM**) and the **End Time** (this includes selecting **AM** or **PM**).
9. Use the NUMBER PAD buttons to enter the **Date**.

10. Select the **Create Timer** option.
11. To create another event timer select the **Create** option again.

Note: You cannot set a manual event timer for a pay per view event.

Quick Record

You can quickly create a one-time *VCR Event Timer*. Do the following.

1. Highlight a future program in the **Browse Banner**, the **Program Guide** or a **Themes** menu.
2. Press the RECORD button.

3. The receiver displays the **Create an Event Timer** menu.

Overlapping Event Timers

If you try to create event timers for overlapping programs, the receiver displays a menu with the dates and times of both programs. The receiver also displays this menu if a program time has changed, causing one timer to overlap another. You *must* delete *or* edit one of the timers.

Tip: For this record function to work, you must set up the receiver to control your VCR. See the section *Control a VCR or a DVD Player* later in this Chapter for more information.

Tip: The receiver deletes the "Freq: Once" event timers when they operate. You must delete all other types of event timers yourself.

Maximum Number of Event Timers

You cannot create an unlimited number of event timers. If you try to create too many, the receiver displays a menu giving you the option to delete an existing timer. If you do not delete an existing timer, you will *not* be able to create any new ones.

Editing an Event Timer

- You can edit almost any feature of an event timer.
- You can edit both *automatic* and *manual* event timers.
- Editing an *automatic* event timer *converts* the timer to a *manual* event timer that operates at the times you set, *not* the actual program times.

1. Press the MENU button.

2. Select the **Timers** option.

3. The receiver displays the **Event Timer Management** menu.

Tip: Remember that editing an automatic event timer converts the timer to a manual event timer. This is why the receiver displays the Edit a Manual Event Timer menu.

4. Select the event timer that you want to edit. A check mark appears in the box next to the event timer. Select the **Edit** option.

5. You may change the **Timer Type**, **Timer Frequency**, or **Channel**. To do this, select each option that you want.
6. If you want to change the **Start Time**, the **End Time**, or the **Date**, select the **Date/Time** option to display the **Set Date/Time for Manual Timer** menu. Otherwise, skip to step 9, below.

7. Use the NUMBER PAD buttons to enter the **Start Time** (this includes selecting **AM** or **PM**) and the **End Time** (this includes selecting **AM** or **PM**).
8. Use the NUMBER PAD buttons to enter the **Date**.

9. Select the **Create Timer** option.

10. To edit another event timer either highlight that timer and select the **Edit** option again, or if you do not want to edit another event timer, press the CANCEL button.

Deleting an Event Timer

1. Press the MENU button.

2. Select the **Timers** option.

   The receiver displays the **Event Timer Management** menu.

3. Select an event timer that you want to delete. A check mark appears in the box next to the event timer.
4. Move to **Delete** and press SELECT on the remote.

   Do this again for any other timer(s) that you want to delete.

Special Consideration When Using Event Timers

For Locked Programs - You must enter the receiver password before you can create an automatic event timer. You can create a manual event timer for a locked program without entering the password. However, if you do this, when the event timer operates the receiver may display only an error or password entry menu. If you have set a VCR Event Timer, the VCR will record only that menu.

For Pay Per View Programs - You must order a pay per view program before you can create a timer for it.

For Blacked Out Programs - If you set a timer for a program that is blacked out in your area, when the event timer operates the receiver may display only an error. If you have set a **VCR Event Timer**, the VCR will record only that menu.

Event Timer Performance when the Receiver is Off

If the receiver is off at the time an **Auto-Tune** or **VCR Event Timer** is scheduled to operate, the receiver will turn on. Once the event has ended, the receiver will turn off, unless you pressed any remote control or receiver front panel buttons during the time that the timer was active.

If the receiver is off at the time a **Reminder Event Timer** is scheduled to operate, the timer will turn the receiver on and tune it to the channel you last watched. The receiver will then display the reminder menu. You will have a few seconds to respond. If you do not respond to the reminder menu, the receiver will turn off.

Setting Up the Receiver to Control a VCR

Tip: For information on programming the remote, please turn to the section titled *Control Other Devices with the Remote* that begins on page 53.

The receiver uses an IR blaster on the front panel which sends a signal to control the VCR. This signal is much stronger than the signal the remote uses, so it can bounce off walls or other objects on its way to the VCR. This works in most home setups. However, shelves or smoked glass doors between the receiver and the VCR may block the signal. Also, if the signal must cross a very large room, or bounce off curtains, it may not be strong enough to control the VCR. Make sure that nothing blocks the signal, and that the signal can bounce off relatively nearby, light-colored, smooth surfaces.

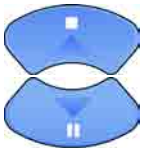
1. Press the MENU button.

2. Select the **System Setup** option.

3. Select the **Installation** option.

4. Select the **VCR Setup** option.

5. Find the brand name of the VCR in the table in Chapter 4.
6. Set the code for the VCR using one of the following:
   - Enter the first 3-digit code number from the table using the NUMBER PAD buttons or,
   - Highlight each digit of the first VCR code, and then press the UP or DOWN ARROW button until you reach the correct number and then press SELECT.



7. Make sure the VCR is connected to one of the receiver outputs and is set to display on your TV. Consult your VCR user's guide.

8. Make sure the VCR is turned on. Insert a rewound tape on which you want to record.

   Note: The receiver only starts and stops the VCR recording, but does not turn on the VCR. You must turn on the VCR yourself.

9. To test the new code, highlight the **Test** option. The receiver displays a message warning you to make sure the VCR is turned on.

10. Press the SELECT button to start the test. Your VCR records for a few seconds, stops, and then rewinds. The receiver displays a message saying that your VCR test is complete. Follow the instructions on the message.

11. If your VCR did not do the test, enter another code from the table, and then repeat steps 9 through 11.

12. Once you have found the correct VCR code select the **Save** option to save the VCR code you entered, and return to the **Installation and Setup** menu.

Setting Up a VCR for VCR Timers

After you have properly set up the receiver to control the VCR, complete the following to set up the VCR to operate when you set a VCR timer.

1. Turn the VCR on. Make sure you keep the VCR on because the receiver cannot turn the VCR on for you.
2. Insert a tape. A blank, rewound tape makes the best recording.
3. If you need to change the VCR settings (tape length or channel), see the instructions that came with your VCR.

Using Locks

First you set the locks; then you lock the receiver. Lock the receiver in order to put any locks into effect. If you unlock the receiver, leave the locks unchanged, and then lock the receiver again, the same locks will be in effect as before.

How to Set Locks: A Two Step Process

1. Create the locks that you want.
2. Lock the receiver.

   Once the receiver is locked, anyone who wants to access locked items *must* enter the password.

When You Have Locked the Receiver

If you try to access a locked item or open the **Parental and System Locks** menu, the receiver displays a message prompting you to enter the password.

The receiver allows you three tries to enter the correct password. If you fail to enter the correct password, the receiver does not allow more tries for several minutes.

If you enter the correct password, you can access the locked item or open the **Parental and System Locks** menu.

If you exit a locked item or close the **Parental and System Locks** menu, you *must* enter the password again to access the item or open the menu again.

If you forget your password, call the Commercial Customer Service Center. You may need to provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and (5) your Personal Identification Number (PIN), if used.

Locking and Unlocking the Receiver

Lock the receiver for any receiver **Parental and System Locks** you set to take effect. To lock the receiver, you must first create a password. If you forget your password, you will need to call the Customer Service Center.

Tip: Be sure to make a note of the password you create and store it in a secure place.

1. Press the MENU button to display the **Main** menu.

2. Select the **Locks** option to display the **Parental and System Locks** menu.

Note: If this option appears as **Unlock System**, the receiver is already locked. If this option appears as **Lock System**, the receiver is unlocked.

3. Select the **Lock System** or **Unlock System** option as appropriate. The receiver displays a message prompting you to enter a password.

Note: If this option appears as **Unlock System** instead, the receiver is already locked.

4. Enter and verify a password, using the number pad buttons. The receiver displays stars as you enter the digits of the password.

5. ***Memorize your password****!* From now on, you must enter this password to lock or unlock the receiver.
6. Highlight and select the **OK** option. Re-enter the password. All the locks you have set are now in effect.

Creating or Changing Rating (Content) Code Locks

The locks use the codes that the original program providers assigned to the programs. The actual content of the programs may differ from their assigned ratings. No rating system can guarantee that all objectionable material is screened out. Like all other locks, these locks are only in effect when the receiver is locked. You can lock any program, including pay per view programs. The locks built into some televisions do not apply to satellite programs. Television program ratings differ from movie ratings.

Rating Codes:

G: General Audience. Suitable for young children.

PG: Parental Guidance suggested.

PG-13: Parental Guidance suggested. Not recommended for children under 13.

R: Restricted. Not recommended for children under 17 unless accompanied by an adult.

NC-17: Not recommended for Children under the age of 17.

NR/AO: Not Rated/Adult Oriented

Expanded Ratings:

L: Language. Adult language.

V: Violence. Graphic Violence.

SC: Sexual Content. Sexual scenes.

N: Nudity. Nude scenes.

Use the following instructions to set program locks based on rating codes. When the receiver is locked, *only* someone who knows the password can watch these programs.

1. Press the MENU button.

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.

3. Select the **Ratings Locks** option.

   Highlight the rating that corresponds to the lowest acceptable audience age. Press the SELECT button to lock the highlighted rating.

   Note: All ratings that are more restrictive than the selected rating are also selected. *For example*, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.

4. Select the expanded rating code(s), if you want to also lock these ratings.
5. To unlock a rating code, highlight the code and press SELECT.
6. Select the **Save** option to save the changes.
7. If the receiver is not locked, you must lock it to put the locks you just created into effect.

Creating or Changing Channel Locks

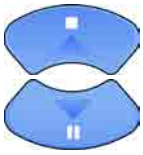
Note: You can lock *any* channel, including pay per view channels.

1. Press the MENU button.

2. Select the **Locks** option.

3. If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.
4. Select the **Channel Locks** option.

5. Highlight the channel that you want to lock. If necessary, press the UP or DOWN ARROW button to see the desired channel. You can also enter each channel number using the number pad buttons.



6. Press the SELECT button to lock or unlock the highlighted channel. If the checkbox next to the channel has a checkmark, the channel is locked.
7. Select the **Save** option to save the changes.
8. If the receiver is not already locked, you must lock it to put the locks you just created into effect.

Locking or Unlocking the Front Panel Buttons

This keeps anyone from changing the channel using the front panel buttons, but it does *not* lock the remote control buttons.

To lock the receiver front panel buttons, do the following:

1. Press the MENU button.

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.

3. Select the **Front Panel Lock** option.

4. A message will display asking whether you want to lock or unlock use of your front panel buttons. Select the **Yes** option as appropriate.
5. If the receiver is not locked, you *must* lock it to put the lock you just created into effect.

Unlocking or Locking Pay Per View Programs

Tip: If this option appears as Unlock PPV instead, pay per view programs are already locked.

This feature locks or unlocks all pay per view channels.

You also can lock one or more pay per view channels by using channel locks or rating locks.

1. Press the MENU button.

Tip: If the receiver displays a message prompting you to enter a password, it already has been locked.

2. Select the **Locks** option. If the receiver is locked, enter the password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

3. Press the SELECT button.

4. Select the **Lock PPV** or **Unlock PPV** option as appropriate.

   Note: If this option appears as **Unlock PPV,** pay per view programs are already locked. If this option appears as **Lock PPV**, pay per view programs are unlocked.

5. If the receiver is not locked, you *must* lock it to put the lock you just created into effect.

Hiding and Unhiding Adult Channels

This option keeps the **Program Guide**, **Themes** lists, and the **Browse Banner** from displaying adult channels. It keeps anyone from choosing such channels by using the UP or DOWN ARROW buttons or the remote control NUMBER PAD buttons.

To hide adult channels, do the following:

1. Press the MENU button.

2. Select the **Locks** option.

If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

3. Press the SELECT button.

4. Select the **Hide Adult** option.

To unhide adult channels, repeat steps 1, 2 and 3 above, then select the **Unhide Adult** option.

Hiding and Unhiding Locked Channels

This option keeps the **Program Guide**, **Themes** lists, and the **Browse Banner** from displaying locked channels.

1. Press the MENU button.

2. Select the **Locks** option.
   If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

3. Press the SELECT button.

4. Select the **Hide Lock** option.

To unhide locked channels, repeat steps 1, 2 and 3 above, then select the

Tip: If the receiver displays a message prompting you to enter a password, it already has been locked.

Tip: If this option appears Unhide Adult instead, the adult channels are already hidden.

Unhide Lock option.

Changing the Receiver Password

1. Press the MENU button.

2. Select the **Locks** option.
   If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

3. Press the SELECT button.

4. Select the **Change Password** option.
5. Enter the *current* password using the number pad buttons. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

6. Press the SELECT button.
7. Enter the *new* password using the number pad buttons. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
8. Select the **OK** option to change the password.
9. Enter the *new* password again, using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.

   Memorize the new password. From now on, you *must* enter this password to lock or unlock the receiver.

Personal Identification Number

You can set up a Personal Identification Number (PIN) for call-in requests *only*. Anyone calling the Customer Service Center *must* provide this PIN to make any changes to your account. You may call the Customer Service Center at any time to set up a PIN.

If you forget your PIN, you will need to call the Customer Service Center. The representative may ask for more information to make sure that you are authorized to make changes to your account.

Using Caller ID

Caller ID displays on your TV the names of people as they call you *if you subscribe* to Caller ID from your local phone company. To use this feature, make sure you have a phone line connected to the receiver and that the **Caller ID** feature is enabled. After you turn on **Caller ID**, it stays on until you decide to turn it off.

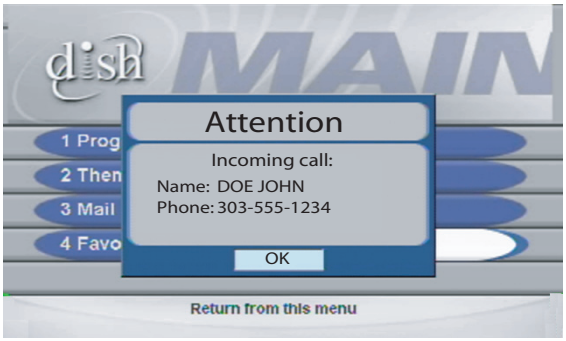
Note: For best performance, make sure your system is properly grounded.

Caller ID Screens

When you receive a call, you will see a **Caller ID** popup screen.

You can select **OK** to eliminate the message. If you do nothing, it will disappear after 20 seconds.

If you are in a menu when a call comes in, you will see a different **Caller ID** popup screen.



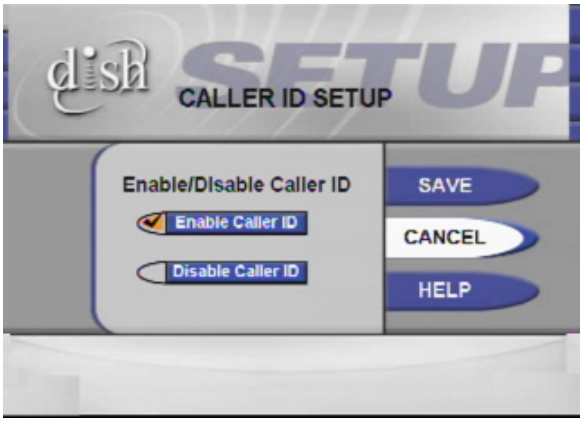
To Turn the Caller ID On and Off

1. Press MENU.

2. Select the **System Setup** option.

3. Select the **Installation** option.

4. Select the **Caller ID** option. The following screen will display.



5. Highlight **Enable Caller ID** or **Disable Caller ID** and press the SELECT button.

6. Select **Save**.

Resetting to Factory Defaults

Use these instructions if you want to reset the receiver to be the same as when it was shipped.

Note: Resetting the receiver discards all **Favorites Lists** *except* the **All Chan** and **All Sub** lists.

Note: If you have set *any* locks on the receiver, and the receiver is locked, these locks will be kept. If the receiver is unlocked, any such locks will be lost. You *cannot* reset the receiver to factory default settings to discard a password you have forgotten. Only the Customer Service Center can reset the receiver to bypass a receiver lock.

1. Press the MENU button.

2. Select the **System Setup** option.

3. Select the **Installation** option.

4. Select the **Factory Defaults** option.The receiver displays a **Warning** message, prompting you to confirm that you want to reset the receiver.
5. Select the **Yes** option to confirm the reset. The receiver resets, and then displays the **Installation and Setup** menu.

Changing Program Languages

You may be able to change the language of some programs. An alternate language may not be available for all programs. Some programs, such as movies, show at the start whether an alternate language is available. An alternate language applies *only* to the audio part of a program and does *not* change the language used in the menus displayed by the receiver.

1. Press the MENU button.

2. Select the **System Setup** option.

3. Select the **Alternate Audio** option.

4. Select the language you want in the **Languages** list.

   Note: **Alternate** provides visually-impaired customers with an audio description of the program, if available.
5. Select **Save** to save your language choice. The receiver displays the **System Setup** menu.
6. Press VIEW TV to exit the **System Setup** menu.

Tip: You can choose an alternate language (if available) but this applies only to the audio part of a program and does not change the language used in the menus displayed by the receiver.

Control Other Devices with the Remote

Remote Control Modes

You can set the remote to four different modes to control the receiver or other devices. This section explains how to set up the remote to control a device, such as a satellite TV receiver, a TV, a VCR, a DVD player, a tuner, or an amplifier.

To set the remote to the right mode for a device, use the remote control's mode buttons, SAT (satellite receiver), TV, VCR (for a VCR or a DVD player), and AUX ("auxiliary," for a DVD player, or an audio amplifier). To *change* the mode, press the button for the device you want the remote to control. The mode button flashes once to show you've set the remote to that mode.

Limited Mode

You can program your remote control in limited mode to keep from accidentally changing the channel on your TV or VCR. When you use the remote to control your TV in limited mode, you will only be able to use the POWER, MUTE, and VOLUME buttons. Also, when you use the remote to control your VCR in limited mode, you will only be able to use the POWER and VCR tape control buttons.

Set Up the Remote Control

You can set up the remote to control other devices using the device codes listed in the *Using the Remote Control* section of *Chapter 4*.

1. Turn the device on.	Use the device's front panel buttons or its remote control.
2. Find the brand name of the device in the tables in Chapter 4.	If the brand isn't listed, see *Scan for Device Codes* in the next section of this chapter.
3. Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold the TV mode button for a TV until all of the other mode buttons light. When you let go, the TV mode light will flash.
4. *For* AUX *mode only*. Press 0 for a second TV, or 1 for a VCR or DVD player, or 2 for a tuner, or amplifier.	This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 5.
5. Enter one of the three-digit device codes from the table using the number buttons.	The three-digit device code should be for the brand name of your device that you found in step 2.
6. If you want to program limited mode, press 1. If not skip to step 7.	See *Limited Mode* for more information.
7. Press the POUND (#) button. If you are programming a TV/VCR or TV/DVD combination, repeat step 3 with the remote control in VCR mode.	If you entered the code correctly, the mode button flashes three times.
8. Press the POWER button to turn off the device. If the device does not turn off, go to step 10.	If the code works, the device should turn off.

9. Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here.	Sometimes the POWER button works when other buttons don't.
10. If the code doesn't work, redo steps 3 through 8 with another device code from the tables.	Try every code listed for your brand until one works for your device.
11. If you can't find a code that works try *Scan for Device Codes* below.	

Scan for Device Codes

If the code for your device is not listed in the tables in *Chapter 4*, use this procedure to scan the remote control's memory for the device code.

1. Turn the device on.	Use the device's front panel buttons or its remote control.
2. Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold the TV mode button for a TV until all of the other mode buttons light. When you let go, the TV mode light will flash.
3. *For AUX mode only*. Press 0 for a second TV, or 1 for a VCR or DVD player, or 2 for a tuner, or amplifier. Press the STAR (*) button.	This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 4.
4. Press the POWER button.	This puts your remote in the scan mode.
5. Press the either the UP or DOWN ARROW button repeatedly until the device turns off.	As you press the UP or DOWN ARROW button, the remote is trying each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work. **Note**: The mode button for the device will flash rapidly eight times when you've scanned all the codes for that device.
6. Press the POUND (#) button.	This stores the code you found.

Tip: This procedure explains how to find out what the device code is that you set for each remote control mode.

7. Turn the device back on and try some other buttons to make sure they work.

   Press the POWER button to turn the device back on. Try some other buttons to make sure they work. Sometimes, the POWER button works when other buttons don't.

8. Repeat this procedure until you've tried all the codes.

   You may need to repeat the scan to find the best code for your device.

Check the Device Codes

Tip: Some of the features described in this section may not work with your VCR or DVD player. If a remote control button is not described in this user guide, it will not work with the device you want to control.

You can find out what device code you've set for each remote mode.

1. Press and hold the mode button until all the other mode buttons light up, and then let go of the button.

   The mode button flashes.

   For example, hold the TV mode button for a TV until all of the other mode buttons light. When you let go, the TV mode light will flash.

2. Press the POUND (#) button twice. Watch the mode light to determine your code. The mode button flashes the number for each digit of the device code, with a pause between the groups of flashes. A quick flash is for zero.

   For example, if the code is 570, the mode button flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.

3. For AUX mode only. The first group of flashes tells you what the AUX mode controls. A quick flash (zero) before the three-digit code is for a TV; one regular flash is for a VCR or DVD player; and two flashes is for a tuner, or amplifier.

   For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.

Control a TV (or a Second TV)

TV Mode Button

To use the remote to operate a television, you must press the TV mode button to set the remote to TV mode. The TV mode button's back light turns ON to show that the remote is set to TV mode. Make sure to keep the remote in TV mode to use the buttons as described in this section.

Power Button

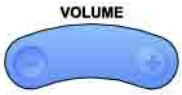
Press the POWER button to turn the television ON or OFF.

Mute Button

Press the MUTE button to turn off the sound. Press it again to restore the sound.

Volume Button

Press the minus (-) side of this button to lower the sound volume. Press the plus (+) side of this button to raise the sound volume.

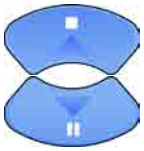


Select Button

The SELECT button works as the Enter button for a TV.

Up/Down (Arrow) Buttons

Use the UP/DOWN ARROW buttons to change channels on the TV.



Recall Button

Press the RECALL button to return to the last channel you were watching. Press it again to switch between the last two channels that you watched.

Number Buttons

Use the NUMBER buttons to enter numbers in a menu, or to go directly to a new channel.

Control a VCR or a DVD Player

Some of the features described below may *not* apply to the device. See your device owner's manual for details about its features. If a remote control button is *not* described in this section, it does *not* work in VCR mode.

VCR Mode Button

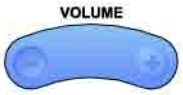
To use the remote to operate a VCR or DVD player, first set up the remote, then press the VCR mode button to set the remote to VCR mode. The VCR mode button's back light turns ON to show that the remote is set to VCR mode. Make sure to keep the remote in VCR mode to use the buttons as described in this section.

Tip: To operate another device such as a VCR, you *must first set up the remote* to control the VCR, and then press the VCR mode button on the remote.

You *must* use the remote control's VCR mode to control a DVD player.

Power Button

Press the blank POWER button to turn the VCR ON or OFF.



VCR/DVD Buttons

- The RIGHT ARROW button is used to play, or to resume playing, a videotape or DVD.

- The UP ARROW button is used to stop a videotape or DVD.

- The DOWN ARROW button is used to pause a videotape or DVD. Press this button or the SELECT button to restart the videotape or DVD.

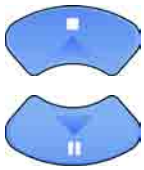
- The LEFT ARROW button is used to rewind a videotape or reverse a DVD.

- Press the RIGHT ARROW button to forward a videotape or DVD.

- Press the RECORD button to start recording on a VCR.

Page Up and Page Down Buttons

Use the UP ARROW and DOWN ARROW buttons to change channels on a VCR.



Number Pad Buttons

Use the NUMBER PAD buttons to enter numbers in a menu.

Control a Tuner or Amplifier

Some of the features described below may *not* apply to your tuner or amplifier. See the device owner's manual for details about the device's features. If a remote control button is *not* described in this section, it does *not* work for a tuner or amplifier.

AUX Mode Button

To use the remote to operate a tuner or amplifier, first set up the remote to control the device, then press the AUX mode button to set the remote to AUX mode. The AUX mode button's backlight turns ON to show that the remote is set to AUX mode. Make sure to keep the remote in AUX mode to use the buttons as described in this section.

Power Button

Press the blank POWER button to turn the tuner or amplifier ON or OFF.

Select Button

This SELECT button works as the Input Select button for a tuner or amplifier.

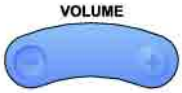
Up/Down (Arrow) Buttons

Use UP/DOWN ARROW buttons to change channels on the tuner or amplifier.

Mute Button

Press the MUTE button to turn off the sound. Press it again to restore the sound.

Volume Button



Press the minus (-) side of this button to lower the sound volume. Press the plus (+) side of this button to raise the sound volume.

Switching Between TV and Device Volume Control

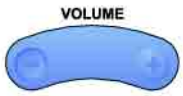
When you set up the remote to control a TV, the MUTE and VOLUME buttons control the TV volume. However, if you want to use the AUX mode to control a tuner or amplifier and the device has a volume setting, you can set up the remote to control the device's volume instead of the TV volume.

To set the remote to control the device's volume:

1. Press and hold the AUX mode button for four seconds, and then let go of it. The AUX mode button will blink.

2. Press the POUND (#) button.

3. Press the plus (+) side of the VOLUME button.

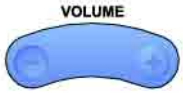


4. Press the 0 number button.

5. Press the POUND (#) button.
   The AUX mode button flashes three times.

6. Press the SAT mode button.

7. Press the plus (+) and minus (-) sides of the VOLUME button.
   The device's volume changes and the aux mode button lights instead of the TV mode button.

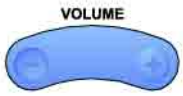


To set the remote back to control the TV volume:

1. Press and hold the TV mode button for four seconds, and then let go of it. The TV mode button will blink.

2. Press the POUND (#) button.

3. Press the plus (+) side of the VOLUME button.

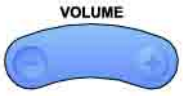


4. Press the 0 number button.

5. Press the POUND (#) button.
   The TV mode button flashes three times.

6. Press the SAT mode button.

7. Press the plus (+) and minus (-) sides of the VOLUME button.
   The TV's volume changes and the TV mode button lights instead of the AUX mode button.



Testing the System

Starting a Test

1. Press the MENU button.

2. Select the **System Setup** option.

3. Select the **Diagnostics** option.

Telephone Connection Test

This test checks that the receiver telephone connection is correct. Select the **Connection** option to begin the test. The receiver displays a message asking you to wait until the test is done.

- If the telephone connection is correct, the receiver displays a **Phone Connection OK** message.
- Select the **Dial Out** option so the receiver can make a toll-free call to the Customer Service Center. Press the SELECT button to start the call. When the call is done, select the **Cancel** option to exit the test menu.
- If the telephone line is not connected properly, the receiver displays a failure message. Check the telephone connection and then repeat the test.

Note: If you have the receiver connected to a DSL (Digital Subscriber Line) phone line, it may cause this test to fail. If so, you will need to install a DSL filter between the receiver and the phone jack on the wall. You can get a DSL filter from your Internet Service Provider or a local electronics parts store.

Notes

Chapter 4

Reference

Troubleshooting Tables

Use these tables if you have problems using the system *before* calling the Customer Service Center. Many problems arise from misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this *Guide* that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
    - Read the *What's Happening* column until you find the problem.
    - Read the information in the *Possible Reason* column.
    - Try each of the suggested solutions in the *What to Do* column.
3. For more information, call the Commercial Customer Service Center at 1-800-454-0843.

Note: Before calling the Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the *Important System Information* menu to find these numbers (See *Ordering your Programming*). Also, write down any error messages that the receiver displays on the television screen.

On-Screen Messages

This table describes some on-screen messages in the order of their *message numbers*. Find the message number in the upper right corner of the message displayed on your TV screen, and then find the matching number in this table.

Message Number	Possible Reason	What to Do
112	Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.	Note the local weather conditions. Contact your MDU building manager for further information/instructions
005	The receiver may not yet have been electronically linked with the Smart Card, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Check that the **Signal Strength** bar in the **QAM/Signal** menu is green and displays the word **Locked**. If not, contact your MDU building manager. If you have not authorized the receiver, call the Commercial Customer Service Center for help.
006	The receiver may not be connected to an active telephone line. The Smart Card credit limit may have been suspended.	You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. Review your pay per view purchases to check the Smart Card credit limit.
008	Phone signal not working correctly.	If connected with DSL phone line, install a DSL filter between the receiver and the telephone wall jack. You can obtain the filter from your DSL provider.
011, 012	Viewers in specific areas are prohibited from watching certain programs. *For example*, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.	Remember that the program providers specify which programs are "blacked out" for which viewers, *not* DISH Network.
013, 014	You may have tried to tune to a program on a channel which you have not bought.	You *must* buy a channel *before* you can tune to a program on that channel. Call the Customer Service Center to buy the channel, or if you believe this message was displayed by mistake.
015	You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.	Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Check that the **Signal Strength** bar in the **QAM/Signal** menu is green and displays the word **Locked**. If not, contact your MDU building manager.
018	The receiver may not be connected to an active telephone line. The Smart Card credit limit may have been exceeded.	You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. Review your pay per view purchases to check the Smart Card credit limit. Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.
022	The receiver may not yet have been electronically linked with the Smart Card, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Check that the **Signal Strength** bar in the **QAM/Signal** menu is green and displays the word **Locked**. If not, contact your MDU building manager.

026	The receiver may have temporarily lost the satellite signal.	Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Check that the **Signal Strength** bar in the **QAM/Signal** menu is green and displays the word **Locked**. If not, contact your MDU building manager.
028	The receiver may need to get new software before you can use it to order pay per view programs.	Turn the receiver off. Doing this allows the receiver to "download" new software via the satellite signal. The download may take several minutes; do *not* disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order pay per view programs.
061	You may have interrupted the transmission (a "download") of the latest operating software via the satellite signal.	It is *very* important for the receiver to get the latest operating software, so let the receiver do so. The "download" may take several minutes. Do *not* disturb or unplug the receiver during this time.
074	The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver "times out" and will not allow you to try again for several minutes.	Wait a few minutes and then try again to enter the password. **Note:** The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.
078, 079, 080	You may not have connected the receiver to an active telephone line. Or, the telephone line may be defective. Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. **Note:** To be able to order pay per view programs, you *must* keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to *each* receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center. Install a DSL filter between the receiver and the telephone wall jack.
093	You may have set up the receiver to reset itself back to the "factory defaults," *that is*, the settings it had when it was shipped from the factory.	If you want to reset the receiver to its factory default settings, select the **Yes** option. If not, select the **No** option.

Using the Remote Control

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	N/A	Use the receiver front panel **Control Buttons** to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Service Center to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. The remote address and the receiver address may not match.	If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly. Press the SYS INFO button on the remote to bring up the **Important System Information** screen. Aim the remote at the receiver front panel and press the RECORD button to match up the code on the remote with the one in the receiver.
When you press the remote control **Power** button to turn the receiver ON, the green ON light on the receiver front panel does not light up.	Other lights are too bright. Remote control not operating properly or the batteries are weak or dead. The receiver power cord not plugged into a power outlet, or there may be a problem with the power.	Try other remote control buttons to see if the receiver is responding. Replace the remote batteries with fresh ones. Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet.

Hearing A Program

What Is Happening	Possible Reason	What to Do
There is a good picture on the TV set, but you do not hear any sound.	You may have muted the sound, or set the volume so low that you cannot hear it.	Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. Check the TV speakers or the sound system.
You hear a foreign language with a program.	You may have set the receiver to select an alternate audio language.	Press MENU-6-2 and select the language that you prefer.

Watching A Program

What Is Happening	Possible Reason	What to Do
A "black box" fills almost all of the TV screen.	You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode. Receiver may have captions on and not set to Service1.	Using the TV remote control and/or menus displayed by the TV (*not* the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature. Turn off captions by pressing the MENU button, selecting **System Setup**, then **Closed Caption** or, reset default caption options using same menu.
The TV screen is all blue.	You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.	Check your TV owner's manual for the correct TV input to use for the signal output from the receiver.

Using the Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver.	Start over again.

Using the Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the **Program Guide**, some channels have a red background.	Red means that you have not bought the program. You *must* buy a channel before you can tune the receiver to it.	If you want to buy a channel, call the Commercial Customer Service Center at 1-800-454-0843.
You try to display future programs in the **Program Guide** or **Browse Banner**, but find you cannot.	The **Program Guide** and **Browse Banner** can display programs scheduled for an extended, but not unlimited time beyond the present.	Try displaying the **Program Guide** again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the **Program Guide** or **Browse Banner**, but find you cannot.	The **Program Guide** and **Browse Banner** can display *only* programs that have not yet ended. These features *cannot* display a time earlier than the present.	Contact the program providers for details on past programs.

When you are using the **Program Guide** or **Browse Banner**, some channels are missing.	You may have applied a Favorite List other than the list named **All Chan**. You may have set up the **Program Guide** so that when the receiver is locked, the **Guide** hides adult channels.	You can change the applied Favorite List while using the **Program Guide**, by pressing the remote control **Guide** button. You can choose another custom Favorite List, the **All Chan** list, which includes all the channels, or the **All Sub** list, which includes all subscribed channels. Unlock the receiver for the **Program Guide** to display adult channels.

Using Locks

What Is Happening	Possible Reason	What to Do
You set a lock (*for example*, a lock on programs by ratings), but the lock does not take effect.	You may not have locked the receiver.	You *must* lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	You may not have written down the password, to keep it in a safe place.	Call the Customer Service Center. You *must* provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and (5) your Personal Identification Number (PIN), if you use one. The CSC will send an Unlock code, targeting your receiver.

Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered. You are scanning up or down through the channels, and the receiver is skipping channels that you know you have bought.	You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered. If you entered the number for a channel that you have not bought, the receiver will change to the channel and allow you to buy the channel or display a message. If a Favorite List other than **All Chan** is applied, the receiver will skip channels that are not on the applied list. If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the receiver will skip such channels.	Carefully retry entering the channel number you want. Press the remote control **Recall** button to return to the previous channel number. Select **All Chan** as the active Favorite List. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call the Customer Service Center.

Using Favorite Lists

What Is Happening	Possible Reason	What to Do
You press the remote **Guide** button while the **Program Guide** is displayed. You find that you can apply *only* the **All Chan** list or the **All Sub** list.	If you have not added channels to any custom Favorite List, you will be able to apply *only* the **All Chan** list or the **All Sub** list.	You *must* add channels to a custom Favorite List *before* you can apply it.

You try to change the **All Chan** list or the **All Sub** list. The receiver displays an **ERROR** message.	The receiver will *not* allow you to change the **All Chan** list or the **All Sub** list.	Choose another list to change. **Note:** You *can* change the **All Sub** list by changing what channels you buy.
You try to apply an empty Favorite List. The receiver displays an **ERROR** message.	The receiver will not allow you to apply an empty list.	Choose another list to apply, or add at least one channel to the empty list.
A Favorite List does not show channels that you know you have added to it.	If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the Favorite List will not show such channels.	Unlock the receiver for the list to show adult channels.

Buying a Pay Per View Program

What Is Happening	Possible Reason	What to Do
Someone orders a pay per view program without your permission.	You may have been away from the receiver, and someone else used it.	Lock the purchase of pay per view programs. *Remember that you are responsible for all pay per view purchases, whether or not you authorize such purchases*. If you lock pay per view purchases, then anyone who wants to order a pay per view program *must* enter the password.
You find that you are not able to order a pay per view program.	The receiver may not be connected to an active telephone line. Your credit limit may have been exceeded.	You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. Review your pay per view purchases to check the Smart Card credit limit.
You find that you are not able to cancel a pay per view program.	You ordered a pay per view program, and then decided not to watch it.	You *cannot* cancel an order for a pay per view program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a pay per view program, but it does not appear via all of the receivers.	You ordered a pay per view program, and want it to be available via all the receivers in your setup.	If you want to watch a pay per view program on TVs connected to up to six receivers, you must *order* the program for *each* receiver but you only *pay* for the program *once*.

Using the Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	The receiver may have tried to call the Customer Service Center to send pay per view purchase information. When the receiver found that the telephone was busy, it automatically disconnected.	You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
The receiver cannot connect to DISH Network.	Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	Install a DSL filter between the receiver and the telephone wall jack.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected.	Hang up, and then pick up the telephone again to get a dial tone.
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission.	Resend the FAX or modem transmission.

Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	The receiver may have tried to call the Customer Service Center to send pay per view purchase information during the FAX or mode call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission.	Have the sender resend the FAX or modem transmission.

Using Event Timers

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	You *must* enter the password *before* you can create an event timer for a locked program.	To be able to set up an event timer for the program, first enter the password.
You try to set up an event timer and the receiver displays a message noting that the program is a pay per view event.	You *must* order a pay per view event *before* you can create an event timer for it.	To be able to set up an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an **Error** message giving you the option to delete an event timer that was set up earlier.	You already have set up the maximum number of event timers.	To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program.	You may have set up a *Reminder Event Timer* but what you should have set up is an *Auto-Tune Event Timer*.	Remember that a *Reminder Event Timer* just reminds you that the program is about to start. An *Auto-Tune Event Timer* reminds you and tunes the receiver to the channel of the program.
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	You may have set up a timer with an incorrect frequency.	Remember that a *Once* event timer operates just one time. A *Mon.-Fri.* event timer operates Monday through Friday on the same channel at the same time. A *Daily* event timer does the same, Monday through Sunday. A *Weekly* event timer operates once a week on the same channel at the same time.
You set up an event timer, but the timer does not operate at all.	The program time may have changed so that the event timer overlapped another event timer. The program time may have changed by more than twenty-four hours.	If the receiver is ON and finds an event timer overlap, it will display the **Event Timer Scheduling Conflict** menu. You *must* edit or delete one of the overlapping event timers. No event timer will operate if the program time changes by more than twenty-four hours.
You set up a *Once* event timer, but the timer operates at a time different from what you expect.	The program time changed.	A *Once* event timer always operates at the actual time of the program.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	Stopping the event timer applies *only* to the current showing of the program.	To stop all operations of a repeated event timer, you *must* delete the event timer. **Note:** The receiver deletes a *Once* event timer when it operates.

Device Codes

These tables contain the manufacturer codes for programming the remote to control your TV, VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases codes may operate some, but not all, buttons shown in this guide.

TV Codes

Programming in AUX mode: Press 0 before entering the TV code.

TV	Codes
A Mark	670
Action	662
Admiral	514, 521, 605, 668, 669, 675
Aiko	727
Aiwa	751
Akai	570, 573, 659, 660,
A-Mark	620
Amtron	657
Anam National	509, 541, 620, 651, 657, 661, 663, 698
AOC	505, 506, 519, 520, 573, 620, 627, 652, 653, 654, 659, 664, 665, 670, 672
Apex	743, 744, 745
Archer	620
Audiovox	620, 657, 662, 672
Bell & Howell	590, 669, 675
Broksonic	752, 659, 661, 748
Capehart	519, 627
Citizen	506, 516, 523, 524, 525, 526, 590, 652, 654, 657, 658, 680, 727
Classic	659
Colortyme	573, 627, 652, 654, 660, 667, 668, 671, 674, 679, 681
Contec/Cony	541, 655, 657, 661, 662, 726
Craig	536, 541, 657, 661, 662, 666, 667, 694
Crown	526, 536, 657, 666, 670
Curtis Mathes	506, 516, 526, 573, 590, 641, 645, 650, 652, 654, 658, 659, 660, 664, 665, 667, 668, 670, 674, 680, 703, 708
Daewoo	505, 524, 526, 529, 530, 531, 573, 652, 653, 654, 658, 659, 663, 664, 665, 670, 672, 674, 684, 698, 719, 727
Daytron	526, 627, 652, 654, 658, 665, 670, 672
Dimensia	645, 650
DISH Network	742
Dixi	566, 620
Dumont	501, 627, 652
Echostar	722
Electrohome	526, 573, 651, 652, 654, 656, 659, 660, 665, 670, 709, 728
Emerson	526, 534, 535, 536, 537, 538, 539, 541, 573, 590, 627, 636, 642, 648, 652, 654, 655, 657, 658, 659, 660, 661, 662, 665, 666, 667, 669, 670, 677, 679, 682, 692, 696, 699, 720
Envision	506, 573, 652, 654, 660, 664
Fisher	542, 590, 683
Fujitsu	534, 682, 694
Funai	534, 541, 657, 661, 662, 677, 682, 694
GE	508, 509, 543, 544, 630, 645, 646, 650, 651, 652, 654, 659, 661, 663, 665, 667, 668, 670, 673, 676, 681, 690, 691, 698, 701, 715, 716, 725, 728, 742
Goldstar	505, 523, 526, 545, 546, 566, 573, 652, 653, 654, 655, 656, 658, 659, 660, 664, 665, 670, 671, 678, 693, 730, 747
Gradiente	660, 671
Granada	627, 670, 671
Grundig	670, 673
Hallmark	627, 652, 654, 659
Harmon/Kardon	561, 659
Hinari	534
Hitachi	523, 526, 548, 549, 553, 554, 555, 585, 597, 626, 636, 638, 643, 648, 652, 654, 655, 665, 668, 669, 670, 672, 673, 702, 718, 726
Infinity	566, 671
JBL	566, 671
JC Penney	505, 506, 516, 525, 526, 543, 546, 631, 645, 646, 650, 652, 653, 654, 658, 659, 664, 667, 668, 670, 673, 676, 678, 680, 690, 691, 701, 725, 726, 728, 730
Jensen	556, 573, 652, 654, 660
JVC	508, 557, 559, 642, 649, 655, 667, 673, 676, 726, 735, 736, 737
Kawasho	548, 561, 573, 652, 654, 664
Kenwood	506, 573, 652, 654, 656, 659, 660, 664, 679, 681
Kloss Novabeam	657, 663, 698, 723, 724
Konka	753
KTV	526, 539, 541, 573, 657, 658, 661, 662, 664, 665, 670, 696
Lloyds	627, 679
Loewe	566
Logik	675
Luxman	523, 652, 654
LXI	563, 566, 590, 595, 667, 631, 635, 645, 646, 650, 654, 659, 668, 678, 683, 691, 701, 725
Magnasonic	573, 659, 660, 669, 672, 677
Magnavox	506, 520, 525, 536, 566, 567, 568, 573, 610, 652, 654, 656, 659, 660, 664, 665, 666, 669, 671, 673, 674, 677, 723, 724, 729
Majestic	675
Marantz	506, 566, 573, 652, 654, 660, 664, 665, 671, 678, 681
Megatron	627, 654

TV	Codes
Memorex	590, 627, 653, 654, 659, 675, 678, 720
MGA	504, 505, 506, 542, 571, 573, 627, 652, 653, 654, 656, 660, 728
Mitsubishi	504, 505, 542, 570, 571, 572, 573, 597, 623, 627, 652, 653, 654, 656, 659, 660, 664, 665, 670, 671, 705, 728
Montgomery Ward	675
Motorola	521, 605, 651
MTC	505, 506, 516, 523, 573, 627, 652, 653, 654, 659, 664, 667, 672, 680
Multitech	657
NAD	502, 617, 627, 631, 635, 637, 654
National	509
NEC	505, 506, 507, 517, 523, 573, 627, 651, 652, 653, 654, 660, 664, 665, 679, 681, 731, 732
Nikkai	612
Nikko	654, 672, 727
Onwa	541, 657, 661
Optimus	637
Optonica	521, 605, 607
Orion	694
Osaki	612
Panasonic	508, 509, 510, 512, 566, 644, 651, 662, 663, 668, 672, 673, 676, 685, 689, 698, 700, 716, 234, 247
Philco	505, 506, 525, 536, 568, 573, 610, 651, 652, 653, 654, 655, 656, 659, 660, 664, 665, 666, 669, 671, 672, 674, 677, 723, 724, 729
Philips	525, 566, 651, 652, 655, 656, 671, 690, 723, 724, 729
Pioneer	502, 548, 576, 636, 637, 648, 652, 654, 663, 665, 681, 708
Portland	505, 526, 573, 652, 654, 658, 659, 664, 665, 670, 727
Price Club	680
Prism	676
Proscan	645, 646, 650, 668, 691, 725, 742
Proton	513, 519, 526, 536, 585, 627, 652, 654, 655, 659, 660, 665, 666, 668, 670, 678

TV	Codes
Quasar	508, 509, 651, 663, 673, 676, 698, 700, 747
Radio Shack/Realistic	526, 541, 590, 607, 612, 645, 650, 652, 654, 655, 657, 658, 661, 662, 663, 668, 670, 683, 698, 730
RCA	503, 505, 548, 586, 630, 633, 634, 636, 641, 645, 646, 648, 650, 651, 652, 653, 654, 656, 661, 663, 665, 667, 668, 670, 681, 691, 698, 701, 708, 715, 716, 725, 742, 749
Realistic	590, 645
Runco	501
Sampo	506, 519, 652, 654, 658, 663, 664, 665, 698, 730, 746
Samsung	505, 506, 516, 523, 526, 566, 573, 612, 627, 647, 652, 653, 654, 655, 656, 658, 659, 664, 665, 667, 669, 670, 679, 680, 704, 717, 730, 738
Sansui	754
Sanyo	542, 590, 652, 683
SBR	566
Schneider	566
Scott	526, 534, 537, 541, 600, 652, 654, 655, 657, 661, 662, 665, 670, 677, 682, 696, 701
Sears	523, 534, 542, 563, 590, 595, 601, 604, 617, 627, 631, 635, 645, 646, 650, 652, 654, 656, 659, 661, 668, 670, 682, 683, 688, 691, 703, 725, 726
Sharp	521, 526, 585, 605, 607, 628, 629, 652, 654, 655, 658, 669, 670, 674, 679, 739, 740, 741
Signature	675
Solavox	612
Sony	500, 578, 640, 670, 690
Soundesign	525, 536, 541, 627, 652, 654, 657, 659, 661, 665, 666, 682
Starlite	657
Supra	523
Sylvania	506, 525, 536, 566, 568, 569, 573, 600, 610, 652, 654, 656, 659, 660, 664, 665, 666, 671, 672, 674, 677, 723, 724, 729, 733
Symphonic	632, 657, 662, 677, 692, 694
Tandy	521, 605

TV	Codes
Tatung	509, 651, 663, 698
Technics	508, 673, 676
Techwood	523, 573, 652, 654, 660, 676
Teknika	504, 505, 512, 516, 523, 524, 525, 526, 534, 536, 541, 573, 644, 652, 653, 654, 655, 657, 658, 661, 662, 664, 665, 666, 670, 672, 675, 680, 681, 682, 685, 726, 727
Telefunken	679
Toshiba	516, 590, 617, 631, 635, 667, 678, 680, 683, 688, 750
Totevision	526, 658, 668
Ultra	672
Universal	543, 690
Vector, Research	506
Video Concepts	570, 661
Wards	536, 573, 607, 645, 650, 652, 653, 654, 656, 659, 664, 665, 666, 667, 668, 669, 674, 675, 677, 678, 682, 690, 715, 723, 724, 729
White, Westinghouse	659, 664, 670, 672, 674
Yamaha	505, 506, 573, 652, 653, 654, 656, 664, 666, 672, 679

VCR Codes

Programming in AUX mode: Press 1 before entering the VCR code.

VCR	CODES
Aiwa	588, 622, 623
Akai	513, 514, 515, 516, 517, 518, 520, 568, 682
Alba	546
Amstrad	588
ASA	556
Audiovox	676
Bell & Howell	581
Broksonic	559, 748
Bush	589
Calix	676
Canon	554, 678, 679
Capehart	546
CCE	681
Citizen	534, 591, 592, 594, 675, 676, 677, 684
Colortyme	592,

VCR	CODES
Craig	591, 658, 675, 676, 681, 685, 687, 688
Curtis Mathes	554, 592, 594, 605, 607, 675, 677, 678, 679, 683, 684
Daewoo	506, 534, 546, 547, 559, 588, 684
Daytron	546
Denon	686
Dimensia	607
Dumont	549
Electrohome	512, 676, 687
Emerson	505, 506, 508, 509, 511, 512, 534, 559, 568, 588, 590, 618, 676, 678, 684, 687
Finlandia	549
Finlux	549, 556, 588
Fisher	548, 549, 581, 584, 588, 608, 610, 684, 688
Fuji	678
Funai	588
Garrard	588
GE	550, 551, 552, 554, 572, 591, 605, 607, 675, 678, 679
Go Video	557, 558, 620, 685
Goldstar	592, 594, 676, 687, 747
Goodmans	585, 589
Gradiente	588, 687
Granada	549, 581
Grundig	556
Harmon/Kardon	568, 592
Harwood	681
Hinari	589
Hitachi	536, 538, 539, 540, 588, 595, 597, 680, 682, 686
ITT	518
JC Penney	554, 581, 591, 592, 594, 595, 600, 674, 675, 676, 678, 679, 680, 681, 685, 686, 687
Jensen	595, 680, 682
JVC	561, 562, 563, 581, 592, 594, 600, 674, 682, 686
Kenwood	562, 581, 592, 594, 600, 674, 677, 682, 683
KLH	681
Kodak	676, 678
Lloyds	683, 688
Logik	589, 681, 685
Luxor	518
LXI	676

VCR	CODES
Magnasonic	685, 687
Magnavox	527, 533, 554, 556, 678, 679, 684, 685
Marantz	554, 556, 581, 585, 592, 594, 600, 602, 674, 677, 678, 683
Matsushita	678
Memorex	507, 533, 549, 554, 566, 581, 585, 588, 608, 675, 676, 678, 686, 687, 688
MGA	512, 567, 568
Minolta	595, 680, 686
Mitsubishi	512, 562, 567, 568, 570, 571, 595, 680, 687
Motorola	678
MTC	544, 588, 675, 685
Multitech	579, 588, 675, 677, 681
NAD	573
NEC	562, 581, 592, 594, 600, 602, 674, 677, 682, 683
Nikko	676
Noblex	675
Olympus	678
Optimus	676, 687
Optonica	585
Orion	506, 684, 687
Panasonic	523, 554, 598, 614, 628, 633, 678, 679, 684, 685, 688, 747
Pentax	592, 595, 677, 680, 683, 686
Pentex Research	594
Perdio	588
Philco	554, 678, 679, 686
Philips	554, 556, 585, 678, 684
Pioneer	562, 573, 574, 575, 576, 600, 674, 680,
Portland	546, 677
Proscan	605, 607,
Proton	685
Quasar	554, 678, 679, 747,
Radio Shack	512, 607, 608, 610, 687
Radio Shack/Realistic	581, 584, 588, 608, 675, 676, 678, 679
Radix	676
RCA	518, 525, 527, 528, 591, 595, 605, 607, 615, 631, 649, 675, 678, 680, 686
Realistic	534, 549, 554, 581, 584, 585, 588, 608, 675, 678, 679, 687, 688
Ricoh	502

VCR	CODES
Runco	533
Saisho	506
Salora	567, 581
Samsung	515, 517, 534, 579, 591, 675
Sansui	544, 562, 600, 674, 682, 685
Sanyo	549, 581, 582, 583, 608, 675, 688
SBR	556
Schneider	589
Scott	508, 534, 559, 590, 684, 687
Sears	548, 549, 581, 584, 595, 608, 610, 676, 678, 680, 683, 684, 686, 687, 688
Sentra	546
Sharp	512, 585, 607, 625
Shintom	589, 595, 681, 685
Singer	678, 681, 685
Sony	500, 501, 502, 504
STS	678
Sylvania	554, 556, 567, 588, 678, 679
Symphonic	588, 594, 683, 688
Tandy	581, 588
Tashiko	588, 676
Tatung	594, 682,
Teac	588, 594, 682
Technics	554, 633, 678,
Teknika	554, 588, 676, 678, 687
Toshiba	534, 535, 567, 584, 590, 680, 684, 688
Totevision	591, 675, 676, 687
Unitech	675,
Vector Research	534, 592, 600, 674, 677, 683
Video Concepts	534, 568, 592, 600, 674, 677, 683,
Wards	534, 588, 595, 608, 675, 676, 678, 680, 681, 684, 687, 688
XR-1000	588, 678, 681
Yamaha	581, 592, 594, 600, 674, 682, 683
Zenith	500, 501, 533, 747

TV/VCR Combo

Programming for combination devices: Program the remote control in TV mode and then in VCR mode.

TV/VCR	Codes
Broksonic	748
Goldstar	747
Panasonic	747
Quasar	747
Zenith	747

DVD Player Codes

Programming in AUX mode: Press 1 before entering the DVD code.

DVD Players	Codes
Aiwa	634, 694, 751
Alpine	653
Apex	654, 655, 743, 744
Broksonic	656, 752
Clarion,	696
Classic	695
Daewoo	657
Denon	697, 698, 699, 700
Emerson	658, 701
Fisher	659
Funai	658
GE	702, 703
Go Video	692, 693
GPX	704
Hitachi	632, 635, 660, 705, 706, 707
JVC	636, 689, 708, 711
Konka	637, 638, 753
Koss	745
Magnavox	626, 661
Memorex	709
Mintek	710
Mitsubishi	629
NAD	701
Norcent	762
Onkyo	713
Oritron	723
Panasonic	639, 662, 663, 714, 715, 716, 717, 734
Philips	640, 641
Pioneer	665, 718, 719
Proscan	720
Qwestar	721, 723
RCA	627, 650, 666, 690, 742, 749
Sampo	724
Samsung	651, 652, 667, 668, 691, 740, 741
Sansui	725, 754
Sanyo	643, 726
Sharp	669, 727, 746
Sherwood	728
Sony	617, 644, 645, 670, 671, 729, 730, 731
Sylvania	658
Teac	732
Technics	733
Techwood	664
Toshiba	616, 646, 647, 672, 735, 736, 750,
Yamaha	737, 738, 739
Zenith	648, 673

Tuner/Amplifier Codes

Programming in AUX mode: Press 2 before entering the tuner/amplifier code.

Tuner/Amplifier	Codes
Aiwa	636, 641, 656, 687, 718, 720, 724, 775, 726
Carver	653
Citizen	709
Curtis Mathes	734
Denon	647, 674
Fisher	653, 741
GE	711
Goldstar	677, 690
Harmon/Kardon	640, 672, 751
Hitachi	717, 754
JBL	640
JVC	637, 683, 703, 725
Kenwood	649, 676, 691, 726, 728, 745
Luxman	752
Magnavox	654, 705, 740
Marantz	651, 740, 742, 743
NAD	739
Nakamichi	671, 748, 750
NEC	716, 739
Onkyo	642, 660, 662, 678
Optimus	648, 664, 734, 744, 749
Panasonic	643, 644, 652, 742, 746
Pioneer	658, 667, 668, 679, 702, 734
Proton	654, 705
Quasar	652, 742, 746
Radio Shack	744
RCA	635, 638, 704, 727
Sansui	753
Sanyo	741
Sharp	712, 713, 714, 715, 749
Sherwood	646, 670, 736, 738, 744
Sony	639, 645, 650, 687, 728, 729, 730
Teac	684, 737
Technics	643, 644, 652, 742, 746
Toshiba	710

Tuner/Amplifier	Codes
Yamaha	663, 730, 731, 732, 733, 745, 747

DVD/VCR Combo

DVD/VCR	Codes
Go Video	692,693
JVC	689
RCA	690
Samsung	667,691

TV/DVD Combo Codes

Programming for combination devices: Program the remote control in TV mode and then in VCR (or AUX - press 1 before entering the DVD code) mode.

TV/DVD	Codes
Aiwa	751
Broksonic	752
Konka	753
Panasonic	734
RCA	749
Sansui	754
Toshiba	750

Appendix

Limited Warranty

This Limited Warranty is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

What the Warranty Covers

This warranty extends only to the original user of the equipment and is limited to the purchase price of each part. EchoStar Technologies Corporation and its affiliated companies ("EchoStar") warrant this system against defects in materials or workmanship as follows:

- **LABOR**: For a period of one (1) year from the original date of purchase, if EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts**: For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. EchoStar warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period.
  Note: "Parts" means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, or dish mounting hardware. It does *not* include other parts purchased separately.

What the Warranty Does Not Cover

- This warranty does not cover installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

If You Need Assistance

1. Call the Commercial Customer Service Center at 1-800-454-0843. Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the Important System Information menu to find these numbers.
2. A Commercial Customer Service Representative will assist you.
3. If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. Before shipping any equipment, you must talk to a Return Authorization representative and must obtain a Return Authorization (RA) number.
4. You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the Advance Exchange Program below.
5. Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty. Follow the instructions given to you by the Customer Service Representative.
6. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.

Advance Exchange Program

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment.

The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card.

If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

Post Receipt Exchange Program

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of the continental US).

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

Accessory Warranty

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

Residential Customer Agreement

THIS RESIDENTIAL CUSTOMER AGREEMENT IS EFFECTIVE UNTIL REPLACED. THIS DOCUMENT DESCRIBES THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICE TO YOU. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, PLEASE NOTIFY US IMMEDIATELY AND WE WILL CANCEL YOUR SERVICE. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT AND ITS TERMS AND CONDITIONS WILL BE LEGALLY BINDING UPON YOU.

IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES FOLLOWING RECEIPT OR PUBLICATION BY DISH NETWORK ON ITS WEB SITE OF THIS AGREEMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF ITS TERMS AND CONDITIONS, AND, ACCORDINGLY, THEY WILL BE LEGALLY BINDING ON YOU.

Thank you for choosing DISH Network for your television service provider.

DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support through the following toll-free number and email address:

1-800-454-0843

feedback@echostar.com

or you may write to:

DISH Network

Customer Service Center

P.O. Box 33577

Northglenn, CO 80233

and, for general knowledge, try our website at www.dishnetwork.com.

"DISH Network" is a trademark of EchoStar Satellite L.L.C.

1. THE DISH NETWORK SERVICE

A. Services Defined. DISH Network offers a wide variety of video and audio programming and other services and we are constantly striving to add new services to our lineup. For purposes of this Agreement the term "Services" shall mean the programming available on DISH Network (whether subscription based or pay per view based) and any other services that we may provide to consumers either now or in the future. For purposes of this Agreement the terms "You" or "Your" refer to you, the DISH Network subscriber.

B. Programming Changes. Except as otherwise set forth in this Agreement, you may change your programming selection at any time by notifying us. A fee may apply to such changes (Change of Service Fee). In addition, you may be charged a fee (Service Access Fee) if you fail to subscribe to one of DISH Network's basic programming packages which include America's Top 60, America's Top 120, America's Top 180, DISH Latino or DISH Latino Max.

C. Programming Availability. Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blacked out in your area of reception. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services.

D. Ordering Pay Per View. You may order DISH Network pay-per-view Services by using your on-screen Program Guide and remote control unit to select the movies and other events we offer. To order DISH Network pay-per-view Services, your DISH Network DBS digital receiver must be connected to a telephone outlet. You may also order DISH Network special events and pay-per-view Services over the telephone by calling the Commercial Customer Service Center or by using our automated system through the following toll-free number:

1-877-DISH-PPV (347-4778) for ordering movies

A fee will apply for use of the automated system (Pay-Per-View Automated Fee) or the Commercial Customer Service Center (Pay-Per-View Fee).

E. Private Viewing. DISH Network provides Services to you for your private home viewing, use and enjoyment. You agree that the Services provided will not be viewed outside of your private residence. You are permitted to exhibit the Services solely in your private residence and not in any other areas. The Services may not be rebroadcast, transmitted, recorded or performed, nor may admission be charged for listening to or viewing any Services provided by us. If we later determine that you utilized your DISH Network Equipment (including any additional DISH Network receivers) or sold, leased or otherwise gave possession of the same to a third party who you knew or reasonably should have known intended to use it to permit the viewing of the Services in a commercial establishment or any other area open to the public, we may terminate the Services and in addition to all other applicable fees, you agree to pay us the difference between the price actually paid for the Services and the full commercial rate for such Services, regardless of whether we have or had the commercial rights to distribute such Services in a commercial establishment. The payment of that amount and/or the termination of Services shall not prejudice our ability to exercise any other rights and remedies we may have under this Agreement, at law, in equity, or otherwise.

F. Additional Receivers. DISH Network will allow you to place up to five additional receivers on your account. Each additional receiver would be authorized to receive the same Services as your initial receiver. Unless your receiver is rented from DISH Network in which case a monthly rental fee will apply, DISH Network will charge you a monthly Additional Outlet Programming Access Fee for each additional receiver added to your account. This option is only available if your initial DISH Network receiver and all additional receiver(s) are located at the same residence and are continuously connected to the same telephone line. If you desire to receive Services at two different locations, you must open a separate account for each location. You agree that you will not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residence and connected to the same phone line. If we later determine that you did, we may terminate your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network DBS receiver on the account, whether owned by you or not. The payment of that amount and/or the termination of Services shall be in addition to any other rights and remedies we may have under this Agreement, at law, in equity, or otherwise.

G. Changes in Services offered. DISH Network reserves the right to change the Services that we offer, and our prices or fees related to such Services at any time. If the change affects you, we will provide you notice of the change and its effective date. The notice may be provided on your billing statement or by other communication permitted under Section 9B. In the event of a change in the contents of any programming, programming packages or other Services, you understand and agree that we have no obligation to replace or

supplement the programming, programming packages or other Services previously offered that have been deleted, rearranged or otherwise changed. You further understand and agree you will not be entitled to any refund because of a change in the contents of any programming, programming packages, or other Services previously offered.

H. Multi-Month Subscriptions. For multi-month subscriptions, you may downgrade the Services only at the time of renewal. You may not downgrade the Services during the term of the multi-month subscription.

I. Fees for Receivers that Independently Support Multiple Televisions. Additional fees may apply for a receiver which supports independent viewing of programming on multiple televisions.

2. BILLING POLICIES AND PAYMENTS FOR SERVICES

A. You agree to pay all amounts billed for Services and to pay all taxes, fees and other charges, if any, which are now or may in the future be assessed on the Services you receive from us. Unless you prepay for a multi-month subscription to Services, we will bill you each month, in advance, for Services ordered by you or anyone who uses your DISH Network Equipment, whether with or without your permission, until you cancel the Services. The bills you receive will show the total amount due, the payment due date, payments, credits, purchases and other charges to your account.

B. You agree to pay us in full monthly by the payment due date for the Services and for any other charges due us, including any fees set forth in this Section 2. Payment of your bill after the due date will result in you paying us a Late Payment Fee. Other fees and charges may also be assessed. If partial payments are made, they will be applied first to the oldest outstanding bill. If you send checks or money orders marked "payment in full," we can accept them without losing any of our rights to collect any other amounts owed by you, notwithstanding your characterization of the payment. DISH Network does not extend credit to our customers, and the Late Payment Fee is not interest, a credit service charge or a finance charge. You understand and agree that in the case of late payment or nonpayment for any Services ordered by you or for any of the charges stated below, we may report such late payment or nonpayment to credit reporting agencies. If you do not pay your bill by the due date, we have the right to disconnect your Services at any time thereafter, in our sole discretion. DISH Network may require you to pay all past due charges, a Reconnect Fee, a deposit equal to a minimum of one month's advance charges and all outstanding balances accrued through the date of deactivation, before we reconnect your Services. Deposits will not be held segregated from other funds and shall not earn or accrue interest.

C. If you at any time fail, neglect, or refuse to make timely payments hereunder, or if a petition in bankruptcy shall be filed on your behalf or against you, or if you take advantage of any insolvency law or become insolvent or make an assignment for the benefit of creditors, or if a receiver, liquidator, or trustee is appointed for your property or affairs, we shall be wholly relieved from our obligations hereunder.

D. If you paid for an annual or other multi-month subscription to any Services and your account is past due for any amounts owed to us, at our option we may suspend any or all Service until payment is received, and/or convert your annual or other multi-month subscription to a monthly subscription. If we convert your multi-month subscription to a monthly subscription, we will first apply the amount you paid for your multi-month subscription to any past due amounts and then any remaining amounts to future obligations. If we elect to offset the amount paid for the remaining portion of a multi-month subscription against amounts past due, you agree to pay, in addition to all other applicable fees, the Offset Fee set forth below for each month and partial month that the multi-month subscription was previously received.

E. If we use a collection agency or attorney to collect money you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney's fees and court costs. If there are billing errors or

other requests for credit, you can contact our Commercial Customer Service Center by telephone or in writing. You must contact us within sixty (60) days of the time you receive the billing statement for which you are seeking corrections. Failure to timely notify us of a dispute shall constitute acceptance of the bill. Undisputed portions of the billing statement must be paid before the next billing statement is issued to avoid an administrative fee for late payment. All payments for Services must be made directly by you to us. DISH Network shall have no obligation to provide Services for which payment is made by you to a third party.

F. In addition to the amounts due for Services, you agree to pay the fees referenced below ("Fees") when applicable. DISH Network reserves the right to increase these Fees or add additional Fees in the future, in our sole discretion:

Smart Card Replacement Fee	$50.00
Additional Outlet Programming Access Fee (monthly, per receiver)	$4.99
Late Payment Fee	$5.00
Change of Service Fee	$5.00
Duplicate Billing Statement Fee	$2.00
Overnight Delivery Fee	$18.00
Restart Fee	$25.00
Returned Payment Fee	$25.00
Service Access Fee (monthly)	$5.00
Offset Fee	$2.00
Ledger Request Fee	$5.00
Pay-Per-View Automated Fee	$1.00
Pay-Per-View Fee	$5.00

3. CANCELLATION OF SERVICE

A. Your Service will continue until cancelled as provided for herein. Your subscription will be automatically renewed unless you contact us to cancel as provided for in the next paragraph.

B. You have the right to cancel your Service for any reason at any time by notifying us via telephone or in writing at the phone number or address set forth on page 1, above. Please be aware that certain promotional offers have a minimum subscription commitment (usually 12 months) and if you cancel your service prior to the expiration of that commitment, certain early termination fees may apply.

C. DISH Network has the right to terminate your Services at any time without providing notice to you if: (i) you fail to pay your bill when it is due; (ii) we receive confirmation that you have received the Services, or any part of the Services without paying for them; or (iii) you otherwise violate the terms of this Agreement.

D. If your Service is cancelled for any reason, you are still responsible for payment of all outstanding balances accrued, including any applicable Fees.

E. You understand that charges for Services, once charged to your account, are nonrefundable. For monthly subscriptions, the cancellation will be effective at the end of the period covered by the last monthly bill. No refunds or credits will be provided in connection with the cancellation of monthly subscriptions. For annual or other multi-month subscriptions, the cancellation will be effective as of the date the multi-month subscription expires. Because you are receiving a discounted price in exchange for your agreement to pay for your services on an annual or other multi-month basis, in the event you cancel the Services prior to expiration of your multi-month subscription, you understand and agree that you are not entitled to any refund or credit for the unused portions of the multi-month subscription and that we have the right to retain any prepaid monies as liquidated damages.

4. EQUIPMENT

A. In order to receive the Services it will be necessary for you to purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver, and remote control ("Equipment"). You may also be provided with a conditional access card ("Smart Card") that is inserted into your satellite receiver. The Smart Card remains the property of EchoStar Satellite L.L.C. Any tampering or other unauthorized modification to the Smart Card is strictly prohibited and may result in, and subject you to, legal action. You agree to return the Smart Card to us upon request.

B. Smart Cards are nontransferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to the Commercial Customer Service Center that your Smart Card was lost, damaged, defective or stolen we will replace it, as long as there is no evidence of unauthorized tampering or modification. A replacement fee will apply. In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery. Our Overnight Delivery Fee will apply.

C. DISH Network reserves the right to alter software in your DISH Network receiver, and provide content to DVR products, through periodic downloads. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Service.

D. Your DISH Network receiver contains certain components and software which are proprietary to DISH Network. You agree that you will not try to reverse-engineer, decompile or disassemble any software or hardware contained within your receiver or our Smart Card. Such actions are strictly prohibited and may result in the termination of your Services and/or legal action.

E. For proper operation of your Equipment, DISH Network requires that you connect each DISH Network receiver on your account to a telephone line. For accounts containing multiple receivers, each receiver must be connected to the same telephone line. Failure to comply with this requirement may result in interruption of service.

F. If your DISH Network Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our Commercial Customer Service Center immediately, but in any event not more than three (3) business days after such removal to avoid liability for payment for unauthorized use of the DISH Network Equipment. You will not be liable for unauthorized use after we have received your timely notification.

5. LEASED EQUIPMENT

A. If you decide to lease your Equipment from DISH Network, the terms and conditions of the lease agreement shall apply, in addition to the terms and conditions of this Agreement. Such Equipment shall at all times remain the sole and exclusive property of DISH Network and we will have the right, at our discretion, to replace it with new or reconditioned equipment and to remove, or require the return of, the equipment upon termination of Services. None of the equipment shall be deemed fixtures or part of your realty. Our ownership of the equipment may be displayed by notice contained on the equipment. You shall have no right to pledge, sell, mortgage, give away or remove, relocate, alter or tamper with the equipment (or any notice of our ownership thereon) at any time. Any reinstallation, return of or change in location of the equipment shall be performed by us at the service rates in effect at the time of service. You shall not attach any electrical or other devices to or otherwise alter the equipment without our prior written consent. DISH Network shall have the right to make such filings as are necessary to evidence our ownership rights in the equipment, and you agree to execute any and all documents as are necessary for us to make such filings. Upon termination of Services, you must notify our Commercial Customer Service Center to schedule the return the Equipment.

B. You shall notify us promptly of any defect in, damage to, or accident involving the equipment. All maintenance and repair of the equipment shall be performed by us or our designees. DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, the Equipment.

6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

DISH Network may sell, assign or transfer your account to a third party without notice to you. You may not assign or transfer your Services without our written consent which will not be unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease your Equipment or if your account has an outstanding balance.

7. LIMITATION OF OUR LIABILITY

A. WE WILL NOT BE LIABLE FOR ANY INTERRUPTIONS IN SERVICE OR LIABLE FOR ANY DELAY OR FAILURE TO PERFORM, IF SUCH DELAY OR NONPERFORMANCE ARISES IN CONNECTION WITH THE TERMINATION OF ALL OR A PORTION OF THE SERVICES, THE RELOCATION OF ALL OR A PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S), A CHANGE IN THE FEATURES AVAILABLE WITH YOUR DISH NETWORK DBS EQUIPMENT OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR CONTROL. WE WILL NOT BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT. WE MAKE NO WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING THE DISH NETWORK DBS EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED. IN NO EVENT SHALL WE HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO THE DBS EQUIPMENT OR RESULTING FROM OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

B. It is your responsibility to impose any restrictions on viewing by you, other members of your household, or guests, and we shall have no liability to anyone due to or based on the content of any of the Services furnished to you.

8. WARNING AGAINST PIRACY

It is a violation of several U.S. federal and state laws to receive any Services, or any portion of such Services, without paying for them. The penalties for violating such laws can range from imprisonment to civil damage awards of up to $110,000 per violation.

9. MISCELLANEOUS

A. Physical Address/Change of Address. When setting up your DISH Network account, you agree to provide us with the physical street address where the Equipment will be located. A post office box does not constitute a physical address and is not sufficient to meet this requirement. You agree to give us prompt notice of your change of name, mailing address, physical address where the Equipment is located or telephone number. You may do this by notifying our Commercial Customer Service Center by telephone or in writing.

B. Notice. If we send you notice, it will be considered given when deposited in the U.S. Mail, addressed to you at your billing address or hand-delivered to you. Our notice to you will also be effective if provided on your billing statement or by telephone. If you give notice to us, it will be deemed given when received by us at the address listed on the first page of this Agreement.

C. Applicable Law. This Agreement, including all matters relating to its validity, construction, performance and enforcement, shall be governed by applicable federal law, the rules and regulations of the Federal Communications Commission, and the laws and regulations of the state and local area where Service is provided. These terms and conditions are subject to amendment, modification or termination if required by such regulations or laws. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other provision.

D. Other. This Agreement is in addition to any other written agreement between You and DISH Network, including without limitation an installation agreement, lease agreement or promotional agreement. Any and all prior oral or written representations or agreements are superseded by this Agreement and such other written agreements. No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change the terms and conditions set forth herein. DISH Network may, however, change the terms and conditions of this Agreement in the future and will notify you if that occurs. The terms of this Agreement, which either are expressly stated to survive or by their nature would logically be expected to survive termination, shall continue thereafter until fully performed.

Staying Legal

Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify this receiver to enable it to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to $500,000 and imprisonment for five years, or both. Any owner of this receiver who procures or willfully causes its modification is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation (FBI).

This product may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

U.S. Patent No's 4631603, 4577216, 4819098 are licensed for limited pay per view only.

FCC Compliance

The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this *Guide*. Contact the FCC (see following) or your library for the complete text of the regulations.

Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format: US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

For earlier products, the REN is separately shown on the label.

This equipment uses the following Universal Service Order Code (USOC) jacks: RJ-11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If you experience trouble with this equipment, please contact Commercial Customer Service at 1-800-454-0843 for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

There are no customer repairable parts inside. Any attempts to repair the receiver will void your authorization to use it.

Radio Interference

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Modifying this receiver may void your authority to use the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Refer to *Troubleshooting* in *Chapter 4* for a detailed description of recommended customer actions. If none of the remedies on the previous page stops the radio interference, you should contact a licensed radio/television technician, your satellite dealer, or call the Commercial Customer Service Center at 1-800-454-0843, for assistance.

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Notes

Notes

Notes

Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **Important System Information** menu (see *Ordering Your Program Packages* on page 2).

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	